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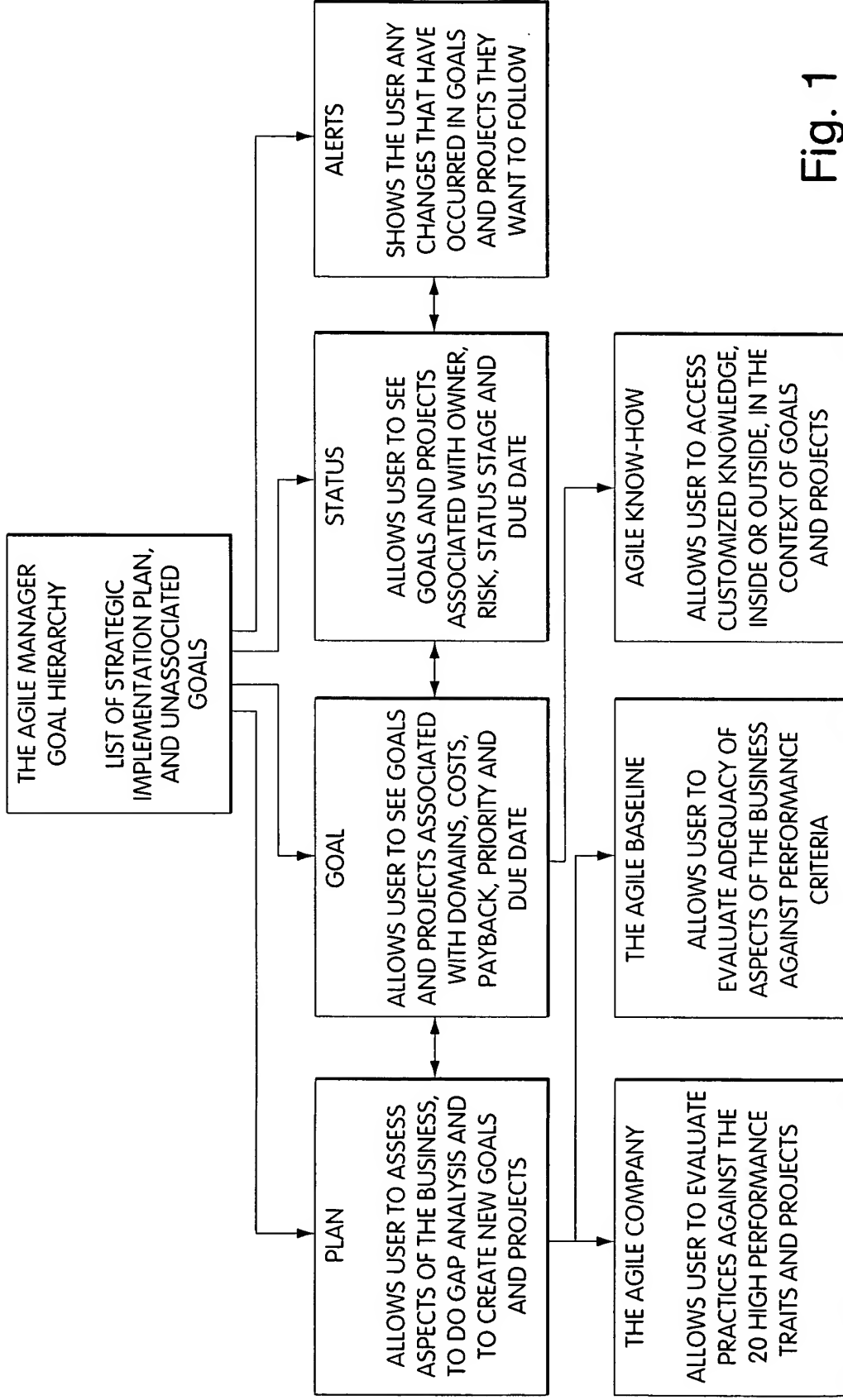


Fig. 1

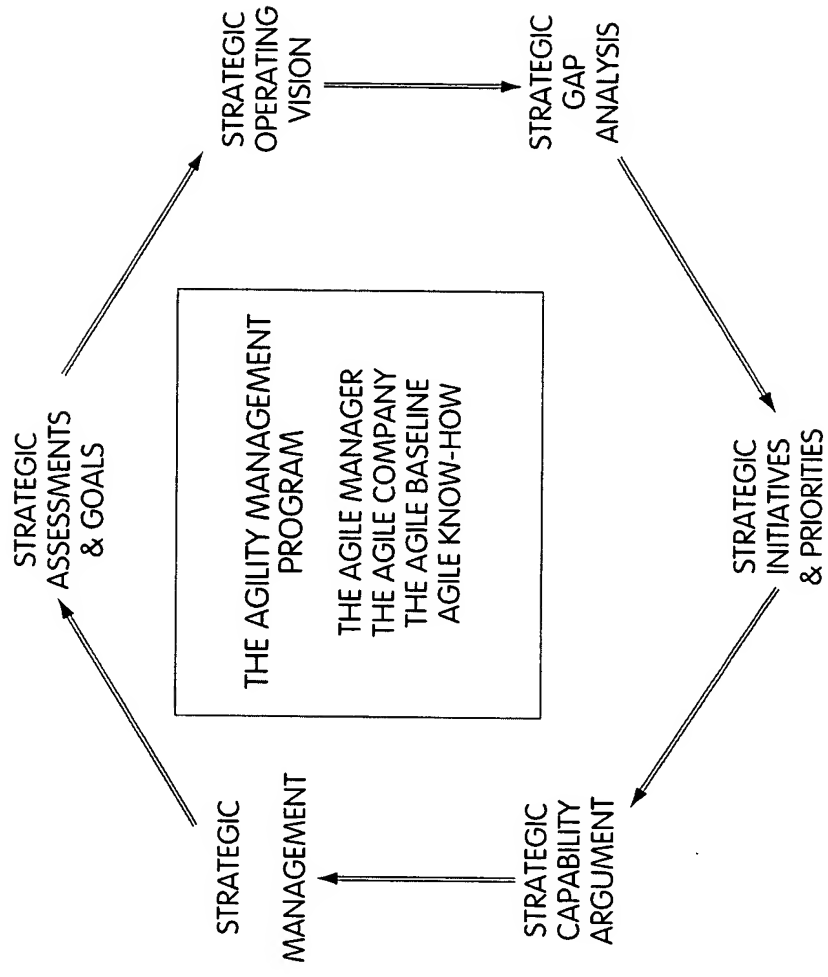


Fig. 2

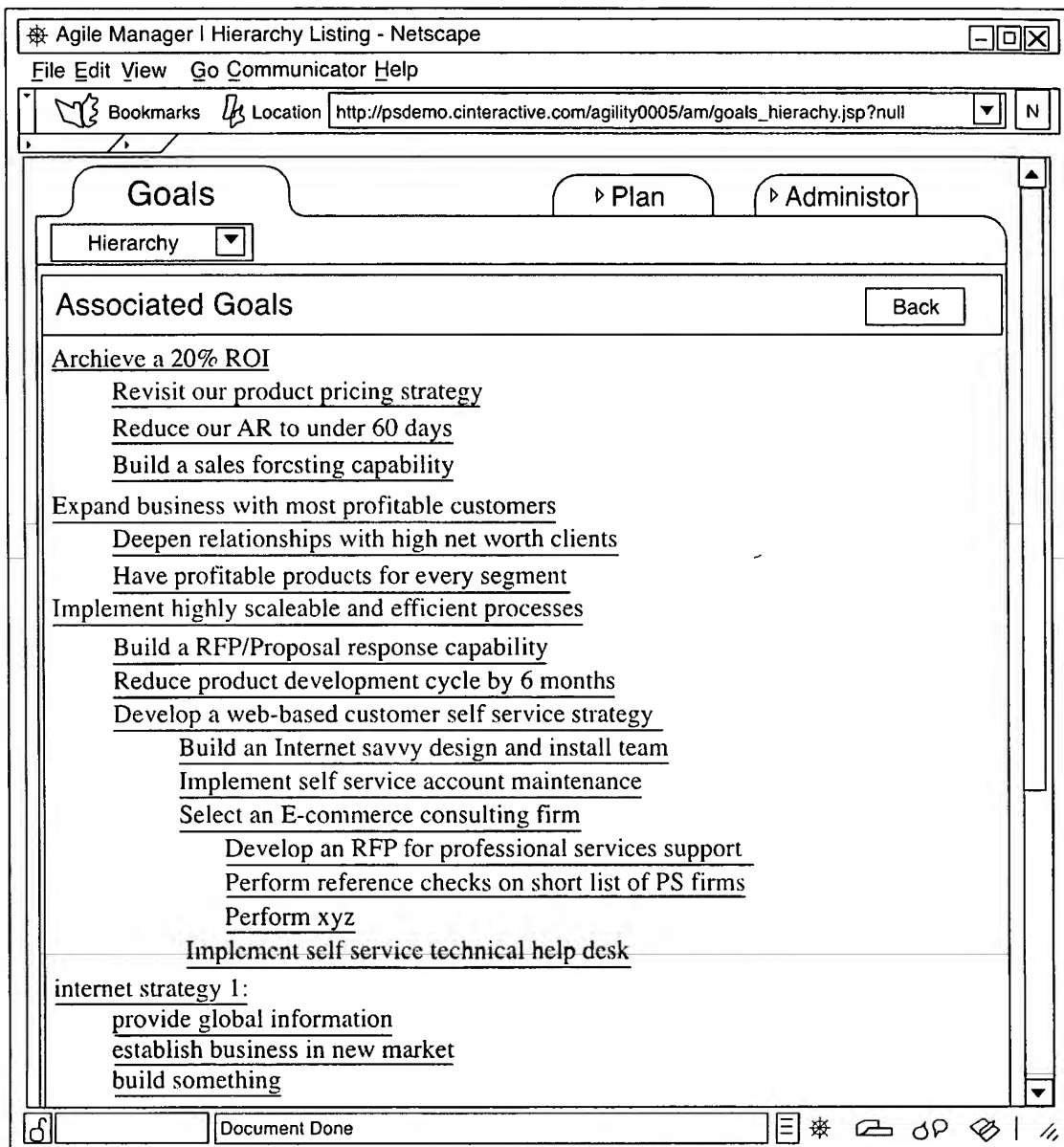


Fig. 3

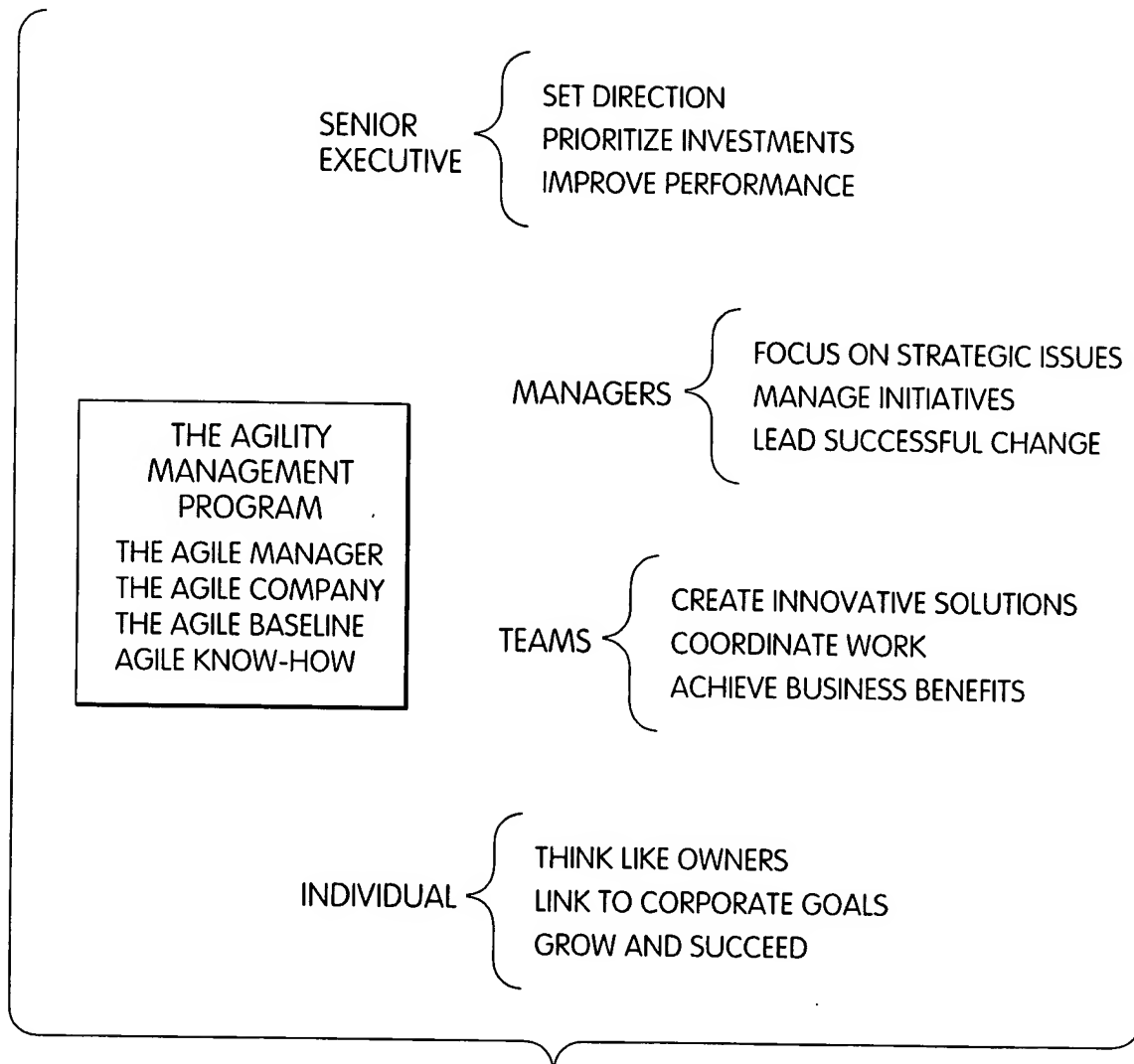


Fig. 4

RESEARCH BASED DIAGNOSTICS REDUCE ORGANIZATIONAL BARRIERS

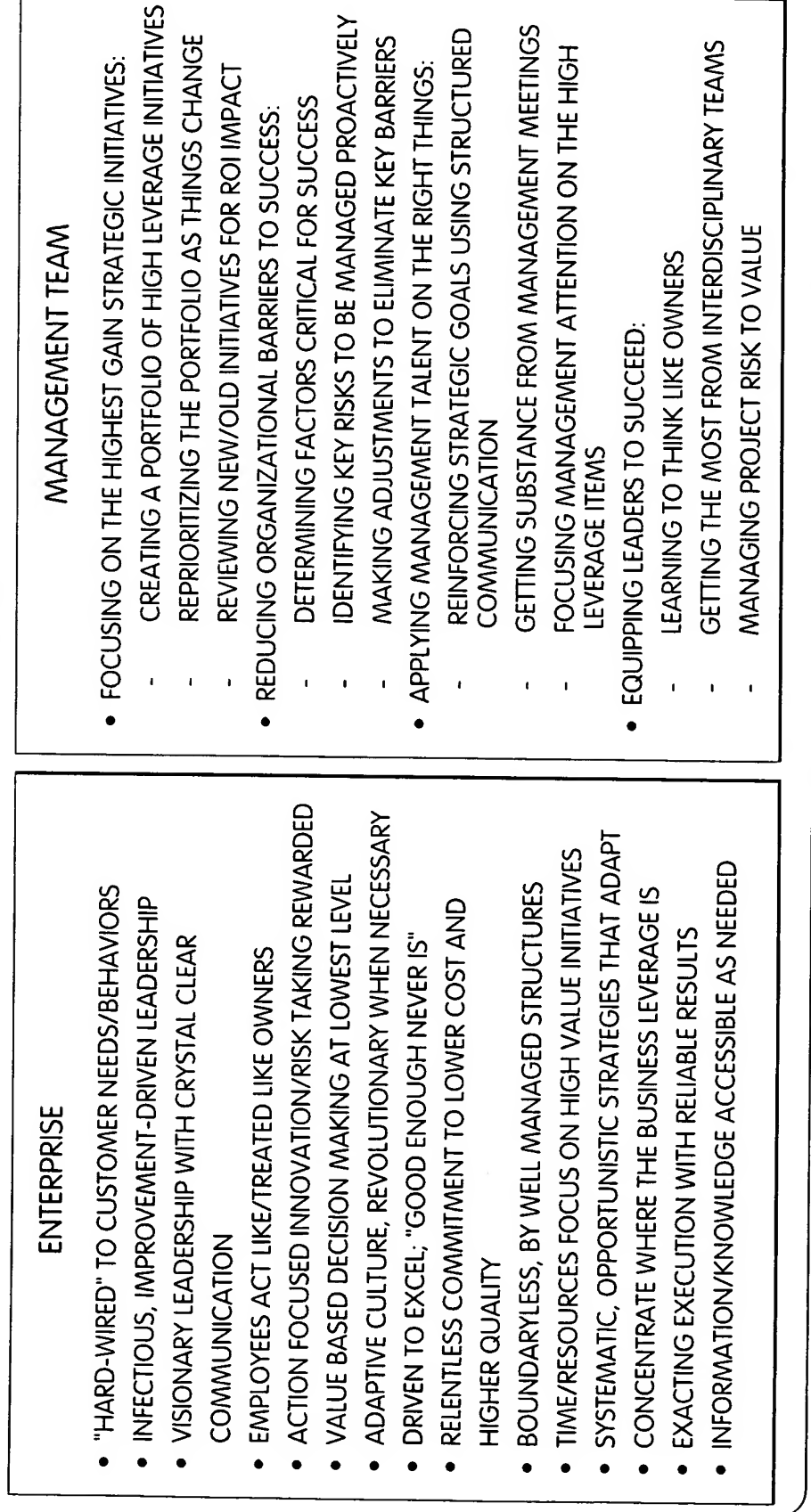


Fig. 5

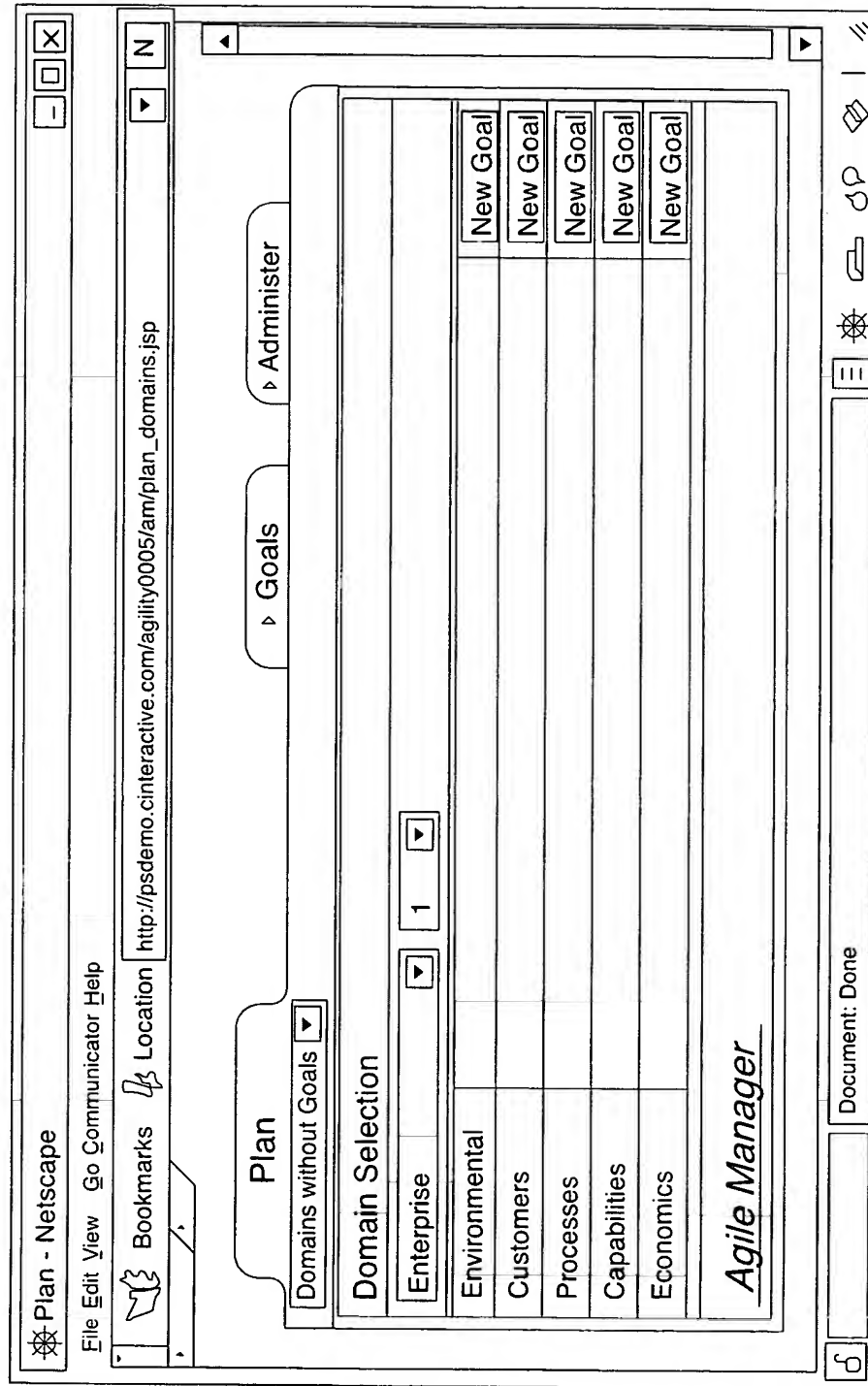


Fig. 6

7/57

A Edit New Goal - Netscape

File Edit View Go Communicator Help

Bookmarks Location ity0005/am/acl_new_project.jsp?parent=PSCDR565336755E10D72891DBEA017F50 N

Add a Contributing Goal

New Goal

Goal Name
New Goal

Goal Objective

Domain: [None]

Status: not started

Priority: 5

Risk: 5

Stage: [None]

Due Date: 12/31/99

Investment:

Return:

Agile Manager

Document Done

Fig. 7

Plan

Domains without Goals

Goals

Administrator

| | | |
|----------------------|-------|----------|
| Domain Selection | | |
| Enterprise | Depth | |
| Environmental | | New Goal |
| Market Trends | | New Goal |
| Competitors | | New Goal |
| Technical Innovation | | New Goal |
| Regulatory | | New Goal |
| Customers | | New Goal |
| Relationships | | New Goal |
| Products | | New Goal |
| Services | | New Goal |
| Processes | | New Goal |
| Core Processes | | New Goal |
| Business Acquisition | | New Goal |
| Business Development | | New Goal |
| Product Development | | New Goal |

Fig. 8

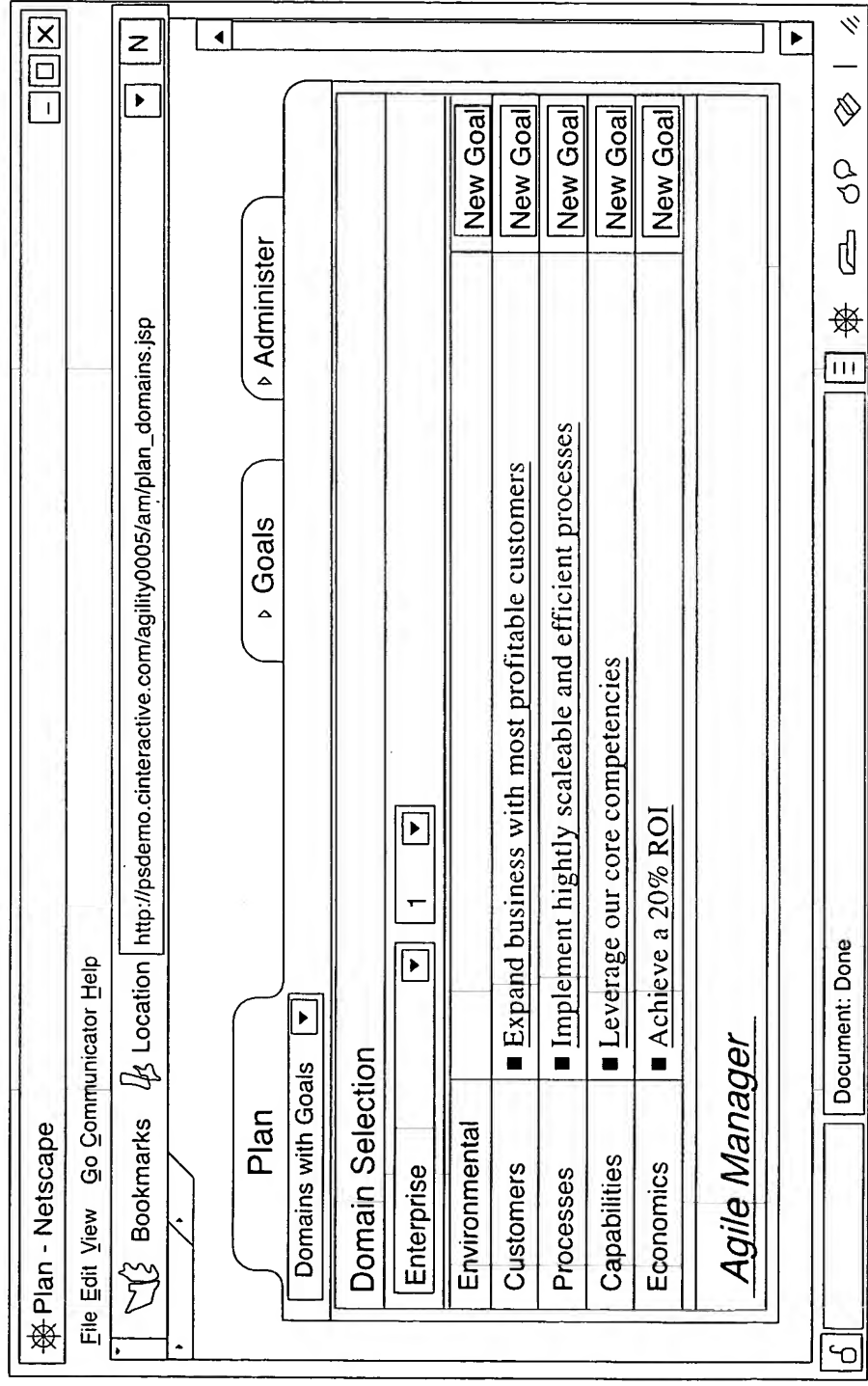


Fig. 9

10/57

Values

Title

Business development assesment

Subtitle

current situation vs. desired state

Show Average

1 points

Top Value

7

Number of

6

Animation

Spin Rate

84

Increment

3

OK

Cancel

Clear

| Average | Value | Label |
|---------|-------|--|
| 5 | 3 | business people vs. just sales people |
| 6.5 | 2.5 | sell solutions not just products |
| 7 | 4 | customer vs. internally focused |
| 6 | 3.5 | business makers vs. order takers |
| 5 | 4 | profitability vs. sales focused |
| 6 | 4.5 | deal well at senior vs. just technical level |
| 5.5 | 4 | world class vs. unacceptable service |
| 7 | 3 | build value based client relationships |
| 0 | 0 | |
| 0 | 0 | |

Fig. 10

11/57

Business development assessment
current situation vs. desired state

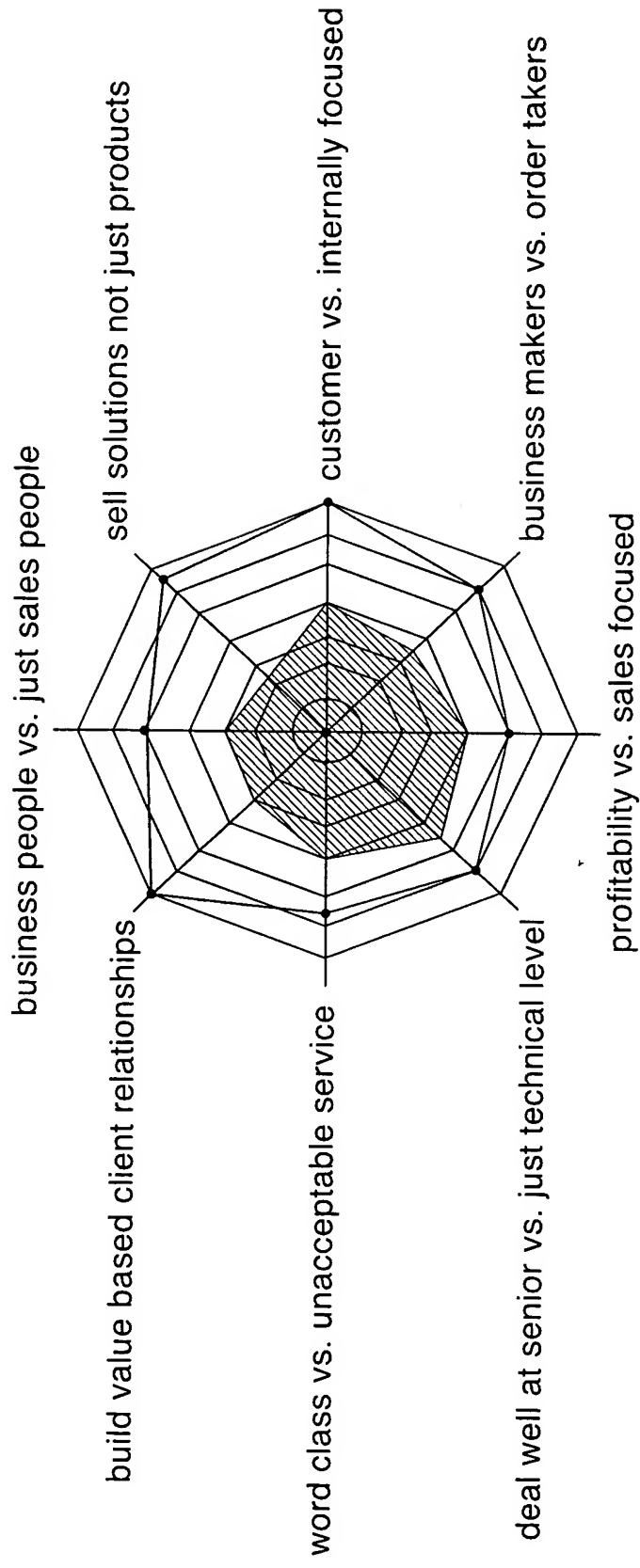


Fig. 11

12/57

Agile Manager | Act | Gap Analysis - Netscape

File Edit View Go Communicator Help

Bookmarks Location: /act_gaps.jsp?domain=&depth=depth&proj=PSCDB565336755E10072391DBEA017F N

Act Goals Plan Administer

Gap Analysis

Expand business with most profitable customers

Cross sell and up sell our products to our existing client base from a position of strength.

Enterprise Depth

| Domain | Contributing Goal | Actual/Desired | Gap | Add |
|----------------------|--|----------------|-----|-----|
| Environmental | | | | Add |
| Market Trends | | | | Add |
| Competitors | | | | Add |
| Technical Innovation | | | | Add |
| Regulatory | | | | Add |
| Customers | | | | Add |
| Relationships | Deepen relationships with high net worth clients | 10/10 | 0 | Add |
| Products | Have profitable products for every segment | 6/10 | 4 | Add |
| Services | | | | Add |
| Processes | | | | Add |
| Core Processes | | | | Add |
| Product Development | | | | Add |
| Business Development | | | | Add |

Document Done

Fig. 12

The screenshot shows a Netscape browser window with the title "Expand business with most profitable customers | Summary - Netscape". The address bar shows the location: "/agility0005/am/act_summary.jsp?proj=PSCDB565336755E10072391DBEA017F30". The browser has a menu bar (File, Edit, View, Go, Communicator, Help) and a toolbar (Bookmarks, Location). The main content area displays a summary for the project "Expand business with most profitable customers".

Summary

Expand business with most profitable customers

Parent Goal:

Owner: Doug Beaven

Objective
Cross sell and up sell our products to our existing client base from a position of strength.

Domain: Customers
Status: Onot started
Due Date: 09/01/99
Actual Goal:
Desired Goal:
Gap:
Priority: 5
Risk: 3
Stage: Analysis/Assessment
Investment: \$125,000.00
Payback: \$16,750,000.00

History
(04/14/99) SubProject - Added subproject: Identify clients with the greatest \$ opportunity.
(04/14/99) SubProject - Added subproject: Have profitable products for every segment
(04/13/99) Date - Target date changed to 09/01/99.
(04/13/99) Create - Project created.

Agile Manager

Document Done

Fig. 13

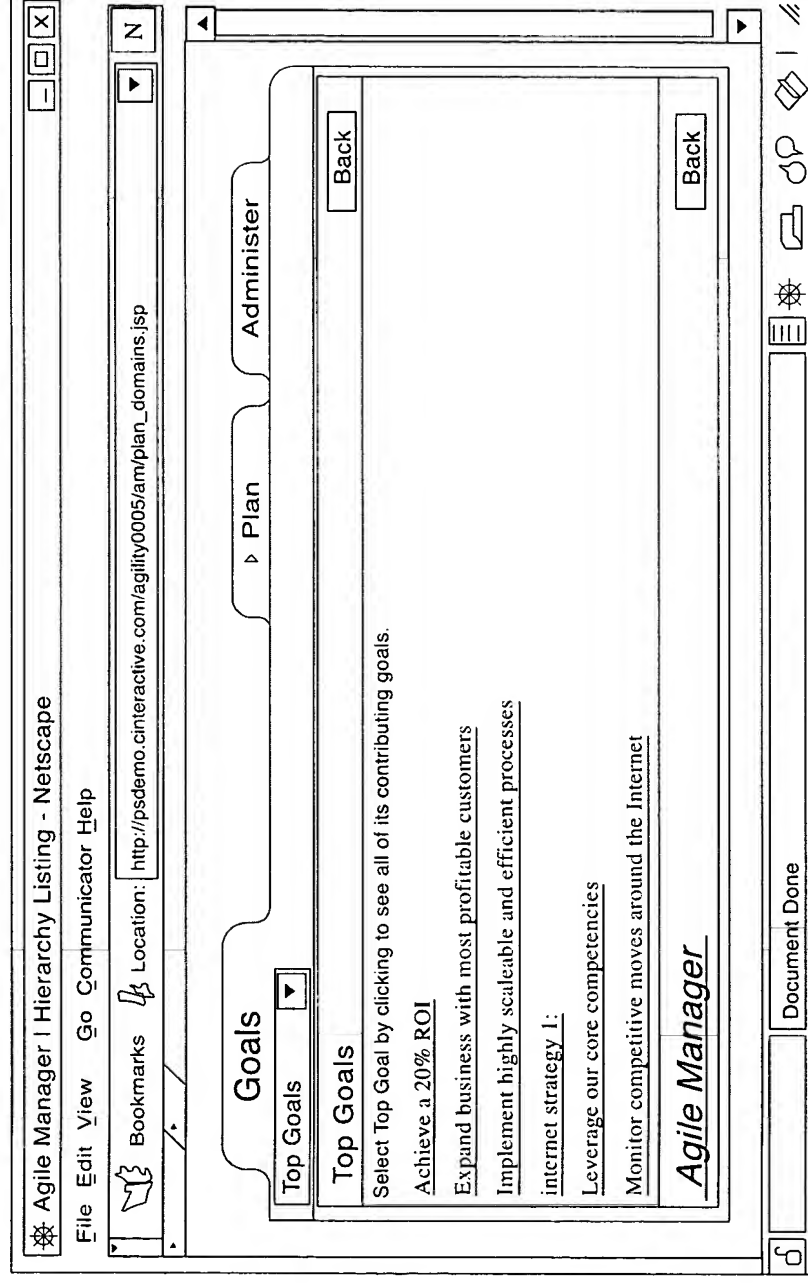


Fig. 14

Goals

[Select] ▼

► Plan

► Administrator

| View Contributing Goals | | Show Columns for: | | Priority | ▼ |
|---|-------------|-------------------|-----------------|------------|-----|
| <u>Expand business with most profitable customers</u> | <u>Cost</u> | <u>Payback</u> | <u>Priority</u> | <u>Due</u> | |
| Deepen relationships with high net worth clients | 750,000 | 5,000,000 | 5 | 5 | 6w |
| Have profitable products for every segment | 75,000 | 250,000 | 5 | 5 | 33w |
| Top Goal Total: | | \$825,000.00 | \$5,250,000.00 | | |
| Agile Manager | | | | | |

Fig. 15

Agile Manager | Hierarchy Listing - Netscape

File Edit View Go Communicator Help

Bookmarks Location http://psdemo.cinteractive.com/agility0005/am/goals_sorted.jsp

Goals

[Select] ▼

View All Goals

show Columns for: Domain ▼

| | Cost | Payback | Priority | Due |
|---|---------|------------|----------|-----|
| Environmental | | | | |
| <u>New Goal</u> | - | - | 5 | - |
| Competitors | | | | |
| <u>Find new company or spin off threats</u> | 5,000 | 50,000 | 5 | 10w |
| <u>Monitor competitive moves around the Internet</u> | 5,000 | 50,000 | 3 | 8w |
| Technical Innovation | | | | |
| <u>new internet strategy</u> | - | - | 5 | - |
| Customers | | | | |
| <u>Expand business with most profitable customers</u> | 125,000 | 16,750,000 | 5 | 17w |
| <u>Increase visibility</u> | - | - | 5 | - |
| Relationships | | | | |
| <u>Ask clients about our perceived competencies</u> | 10,000 | 500,000 | 5 | 1w |
| <u>Deepen relationships with high net worth clients</u> | 750,000 | 5,000,000 | 5 | 6w |
| <u>Understand recent competitive wins</u> | 1,000 | 10,000 | 5 | 4w |
| Products | | | | |
| <u>Have profitable products for every segment</u> | 75,000 | 250,000 | 5 | 34w |
| <u>Resell our back office processing capabilities</u> | 50,000 | 250,000 | 3 | 21w |
| <u>Revisit our product pricing strategy</u> | 20,000 | 1,500,000 | 5 | 6w |
| Services | | | | |
| <u>Develop a web-based customer self service strategy</u> | 450,000 | 2,800,000 | 4 | 21w |

Document Done

Fig. 16

17/57

Agile Manager | Hierarchy Listing - Netscape

File Edit View Go Communicator Help

Bookmarks Location http://psdemo.cinteractive.com/agility0005/am/goals_sorted.jsp

Goals

[Select] ▼

View All Goals

show Columns for: Priority ▼

| | Cost | Payback | Priority | Due |
|---|-----------|------------|----------|-----|
| <u>Build an Internet savvy design and install team</u> | 1,000,000 | 5,000,000 | 4 | -5w |
| <u>increase auto adjudication rates</u> | 1,000,000 | 1,250,000 | 5 | 86w |
| <u>Deepen relationships with high net worth clients</u> | 750,000 | 5,000,000 | 5 | 6w |
| <u>Increase our technology R&D capability</u> | 555,555 | 2,000,000 | 5 | 34w |
| <u>Develop a web-based customer self service strategy</u> | 450,000 | 2,800,000 | 4 | 21w |
| <u>Implement highly scaleable and efficient processes</u> | 450,000 | 1,250,000 | 5 | 30w |
| <u>Select an E-commerce consulting firm</u> | 300,000 | 1,000,000 | 4 | 4w |
| <u>Achieve a 20% ROI</u> | 250,000 | 1,250,000 | 5 | 34w |
| <u>Develop an RFP for professional services support</u> | 250,000 | 1,000,000 | 5 | -3w |
| <u>Recruit and hire world class industry talent</u> | 250,000 | 1,000,000 | 5 | 34w |
| <u>Reduce product development cycle by 6 months</u> | 250,000 | 500,000 | 4 | 17w |
| <u>Implement GSTP by yearend</u> | 150,000 | 10,000,000 | 5 | 34w |
| <u>Expand business with most profitable customers</u> | 125,000 | 16,750,000 | 5 | 17w |
| <u>Implement self service technical help desk</u> | 85,000 | 100,000 | 4 | 6w |
| <u>Build a RFP/Proposal response capability</u> | 75,000 | 100,000 | 4 | 8w |
| <u>Have profitable products for every segment</u> | 75,000 | 250,000 | 5 | 34w |
| <u>Implement self service account maintenance</u> | 65,000 | 2,000,000 | 4 | 1w |
| <u>Resell our back office processing capabilities</u> | 50,000 | 250,000 | 3 | 21w |
| <u>Build a sales forecasting capability</u> | 35,000 | 100,000 | 4 | 12w |
| <u>Revisit our product pricing strategy</u> | 20,000 | 1,500,000 | 5 | 6w |

Document Done

Fig. 17

Agile Manager | Hierarchy Listing - Netscape

File Edit View Go Communicator Help

Bookmarks Location http://psdemo.cinteractive.com/agility0005/am/goals_sorted.jsp

Goals ▶ Plan ▶ Administor

[Select] ▼

View All Goals Show Columns for: Status ▼

| | Risk | Owner | Stage | Status | Due |
|--|------|---------------------|---------------------------|-------------|-----|
| <input type="radio"/> <u>Ask clients about our perceived competencies</u> | 5 | <u>Doug Beaven</u> | Requirements Gathering | not started | 1w |
| <input checked="" type="radio"/> <u>Develop a web-based customer self service strategy</u> | 5 | <u>Joe Smith</u> | Requirements Gathering | on track | 21w |
| <input type="radio"/> <u>Find new company or spin off threats</u> | 5 | <u>Doug Beaven</u> | Implement | not started | 10w |
| <input checked="" type="radio"/> <u>Implement GSTP by yearend</u> | 5 | <u>Doug Beaven</u> | Analysis/Assessment | on track | 34w |
| <input checked="" type="radio"/> <u>Implement self service technical help desk</u> | 5 | <u>Mike Jones</u> | Business Case Development | on track | 6w |
| <input type="radio"/> <u>Increase out technology R&D capability</u> | 5 | <u>Joe Smith</u> | Prototype | not started | 34w |
| <input type="radio"/> <u>Increase visibility</u> | 5 | <u>chris curran</u> | - | not started | - |
| <input type="radio"/> <u>New Goal</u> | 5 | <u>Doug Beaven</u> | - | not started | - |
| <input type="radio"/> <u>Perform xyz</u> | 5 | <u>Doug Beaven</u> | - | not started | - |
| <input checked="" type="radio"/> <u>Recruit and hire world class industry talent</u> | 5 | <u>Doug Beaven</u> | Roll-out | on track | 34w |
| <input checked="" type="radio"/> <u>Reduce our AR to under 60 days</u> | 5 | <u>Doug Beaven</u> | Implement | off track | 8w |
| <input checked="" type="radio"/> <u>Understand recent competitive wins</u> | 5 | <u>Mike Jones</u> | Analysis/Assessment | on track | 4w |
| <input checked="" type="radio"/> <u>increase auto adjudication rates</u> | 5 | <u>Doug Beaven</u> | Build | on track | 86w |
| <input type="radio"/> <u>internet strategy 1:</u> | 5 | <u>Doug Beaven</u> | - | not started | - |

Document Done

Fig. 18

19/57

Agile Manager | Hierarchy Listing - Netscape

File Edit View Go Communicator Help

Bookmarks Location http://psdemo.cinteractive.com/agility0005/am/goals_sorted.jsp

Goals

[Select] ▼

View All Goals

Show Columns for: Priority ▼

| | Cost | Payback | Priority | Due |
|---|-----------|------------|----------|-----|
| <u>Expand business with most profitable customers</u> | 125,000 | 16,750,000 | 5 | 17w |
| <u>implement GSTP by yearend</u> | 150,000 | 10,000,000 | 5 | 34w |
| <u>Build an Internet savvy design and install team</u> | 1,000,000 | 5,000,000 | 4 | -5w |
| <u>Deepen relationships with high net worth clients</u> | 750,000 | 5,000,000 | 5 | 6w |
| <u>Develop a web-based customer self service strategy</u> | 450,000 | 2,800,000 | 4 | 21w |
| <u>Reduce Breakeven on New Business</u> | 10,000 | 2,500,000 | 4 | 8w |
| <u>Implement self service account maintenance</u> | 65,000 | 2,000,000 | 4 | 1w |
| <u>Increase our technology R&D capability</u> | 555,555 | 2,000,000 | 5 | 34w |
| <u>Revisit our product pricing strategy</u> | 20,000 | 1,500,000 | 5 | 6w |
| <u>Achieve a 20% ROI</u> | 250,000 | 1,250,000 | 5 | 34w |
| <u>Implement highly scalable and efficient processes</u> | 450,000 | 1,250,000 | 5 | 30w |
| <u>Increase auto adjudication rates</u> | 1,000,000 | 1,250,000 | 5 | 86w |
| <u>Develope an RFP for professional services support</u> | 250,000 | 1,000,000 | 5 | -3w |
| <u>Recruit and hire world class industry talent</u> | 250,000 | 1,000,000 | 5 | 34w |
| <u>Select an E-commerce consulting firm</u> | 300,000 | 1,000,000 | 4 | 4w |
| <u>Ask clients about our perceived competencies</u> | 10,000 | 500,000 | 5 | 1w |
| <u>Reduce product development cycle by 6 months</u> | 250,000 | 500,000 | 4 | 17w |
| <u>Have profitable products for every segment</u> | 75,000 | 250,000 | 5 | 34w |
| <u>Resell our back office processing capabilities</u> | 50,000 | 250,000 | 4 | 21w |
| <u>Reduce our AR to under 60 days</u> | 5,000 | 150,000 | 5 | 8w |

Document Done

Fig. 19

20/57

| | | | | | |
|---|------|--------------------|------------------------|-----------------|-----|
| Goals | | | | | |
| [Select] ▼ | | | | | |
| View All Goals | | | | | |
| Show Columns for: Status ▼ | | | | | |
| | Risk | Owner | Stage | Status | Due |
| ⊗ <u>Have profitable products for every segment</u> | 4 | <u>Mike Jones</u> | Requirements Gathering | needs attention | 33w |
| ⊗ <u>Monitor competitive moves around the Internet</u> | 3 | <u>Doug Beaven</u> | Analysis/Assessment | needs attention | 7w |
| ⊗ <u>Reduce Breakeven on New Business</u> | 4 | <u>Doug Beaven</u> | Implement | needs attention | 7w |
| ⊗ <u>Develop an RFP for professional services support</u> | 4 | <u>Joe Smith</u> | Retrospective | completed | -4w |
| ⊗ <u>Perform reference checks on short list of PS firms</u> | 4 | <u>Doug Beaven</u> | Retrospective | completed | -4w |
| ○ <u>Ask clients about our perceived competencies</u> | 5 | <u>Doug Beaven</u> | Requirements Gathering | not started | 1d |
| ○ <u>Eclipse competition with our e-comm capability</u> | 5 | <u>Doug Beaven</u> | - | not started | - |
| ○ <u>Expand business with most profitable customers</u> | 3 | <u>Doug Beaven</u> | Analysis/Assessment | not started | 16w |
| ○ <u>Find new company or spin off threats</u> | 5 | <u>Doug Beaven</u> | Implement | not started | 9w |

Fig. 20

21/57

Goals

Plan

Administor

[Select]

[Select]

Hierarchy

Select Domain

Top Goals

All Goals

Alerts

Search

New Goal

show Columns for:

Status

| | Risk | Owner | Stage | Status | Due |
|--|------|-------------|------------------------|-----------------|-----|
| Products for | 4 | Mike Jones | Requirements Gathering | needs attention | 33w |
| e moves around the internet | 5 | Doug Beaven | Analysis/Assessment | needs attention | 7w |
| ⊗ Reduce Breakeven on New Business | 4 | Doug Beaven | Implement | needs attention | 7w |
| ⊗ Develop an RFP for professional services support | 4 | Joe Smith | Retrospective Review | completed | -4w |
| ⊗ Perform reference checks on short list of PS firms | 4 | Doug Beaven | Retrospective Review | completed | -4w |
| ○ Ask clients about our perceived competencies | 5 | Doug Beaven | Requirements Gathering | not started | 1d |
| ○ Eclipse competition with our e-comm capability | 5 | Doug Beaven | - | not started | - |
| ○ Expand business with most profitable customers | 3 | Doug Beaven | Analysis/Assessment | not started | 16w |
| ○ Find new company or spin off threats | 5 | Doug Beaven | Implement | not started | 9w |
| ○ Increase our technology R&D | 5 | Joe Smith | Prototype | not started | 33w |

Fig. 21

[Select]

▼

Goals

> Administrator

| View Contributing Goals | | Show Columns for: Domain ▼ | | |
|---|---------|----------------------------|----------------|-----|
| | Cost | Payback | Priority | Due |
| <u>Expand business with most profitable customers</u> | | | | |
| Customers | | | | |
| Relationships | | | | |
| Deepen relationships with high net worth clients | 750,000 | 5,000,000 | 5 | 6w |
| Products | | | | |
| Have profitable products for every segment | 75,000 | 250,000 | 5 | 33w |
| Top Goal Total: | | \$825,000.00 | \$5,250,000.00 | |
| <i>Agile Manager</i> | | | | |

Fig. 22

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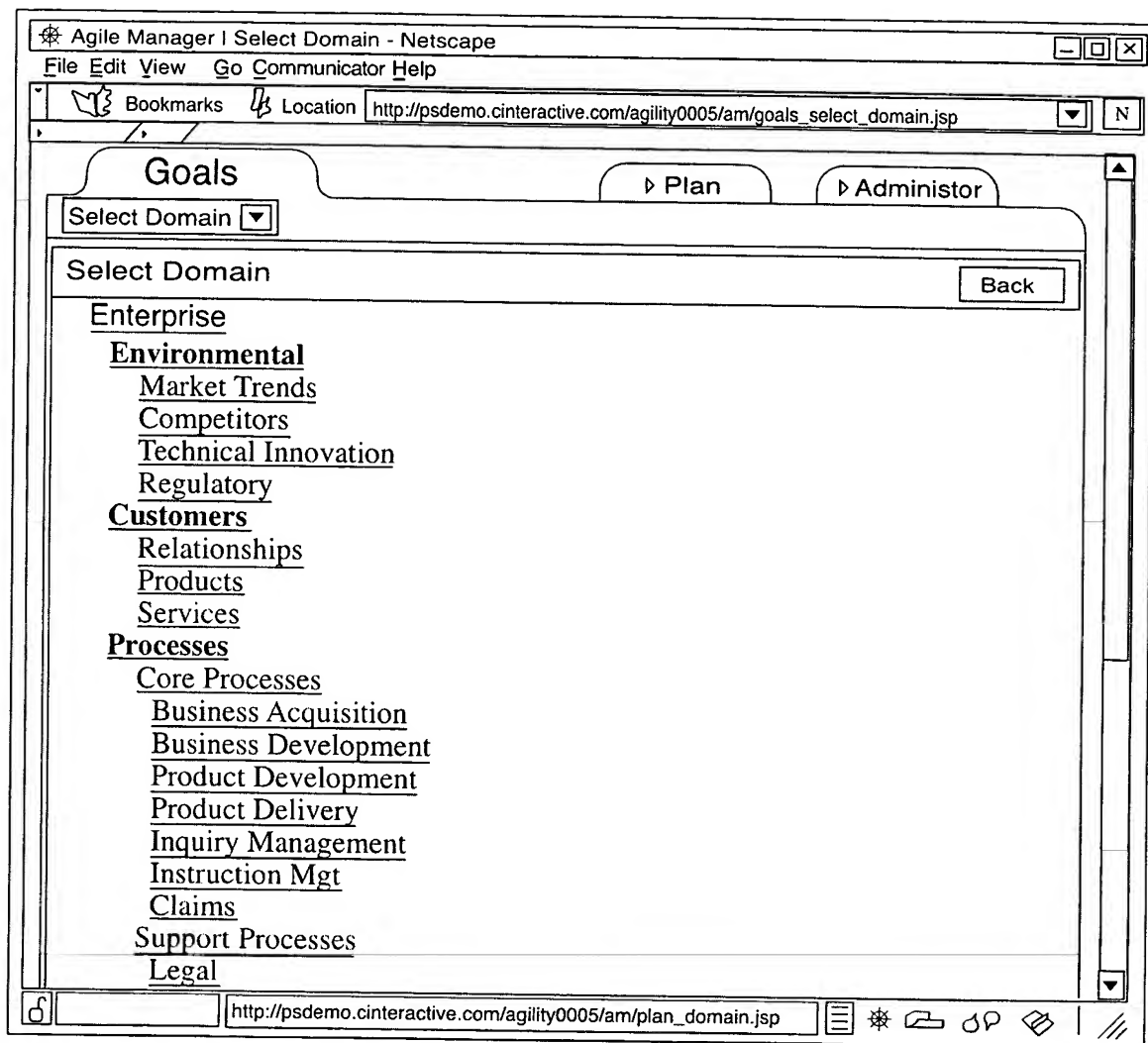


Fig. 23

| | | | |
|----------------------|---|-------|------------|
| Plan | | Goals | Administer |
| Domains with Goals ▾ | | | |
| Domain Selection | | | |
| Relationships ▾ | Depth ▾ | | |
| Relationships | <ul style="list-style-type: none"> ■ Ask clients about our perceived competencies ■ <u>Deepen relationships with high net worth clients</u> ■ <u>Understand recent competitive wins</u> ■ <u>build the franchise around customer satisfaction</u> | | New Goal |
| <i>Agile Manager</i> | | | |

Fig. 24

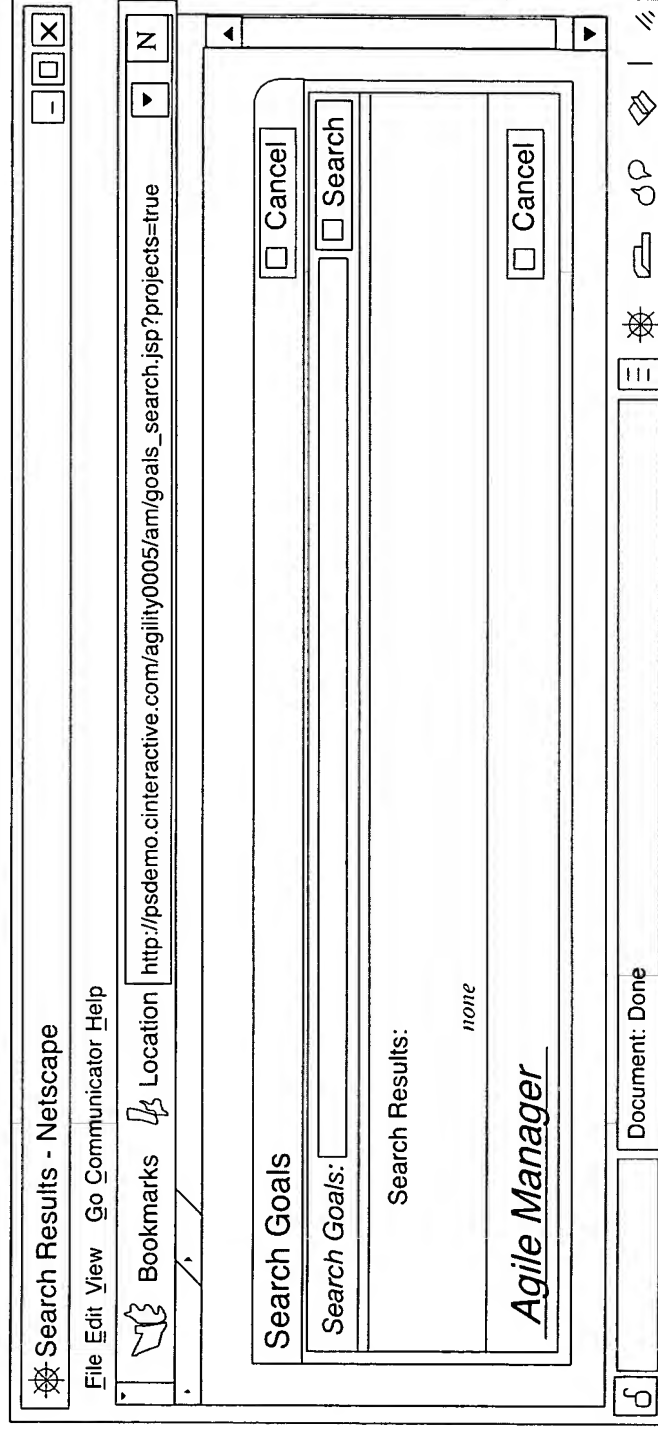


Fig. 25

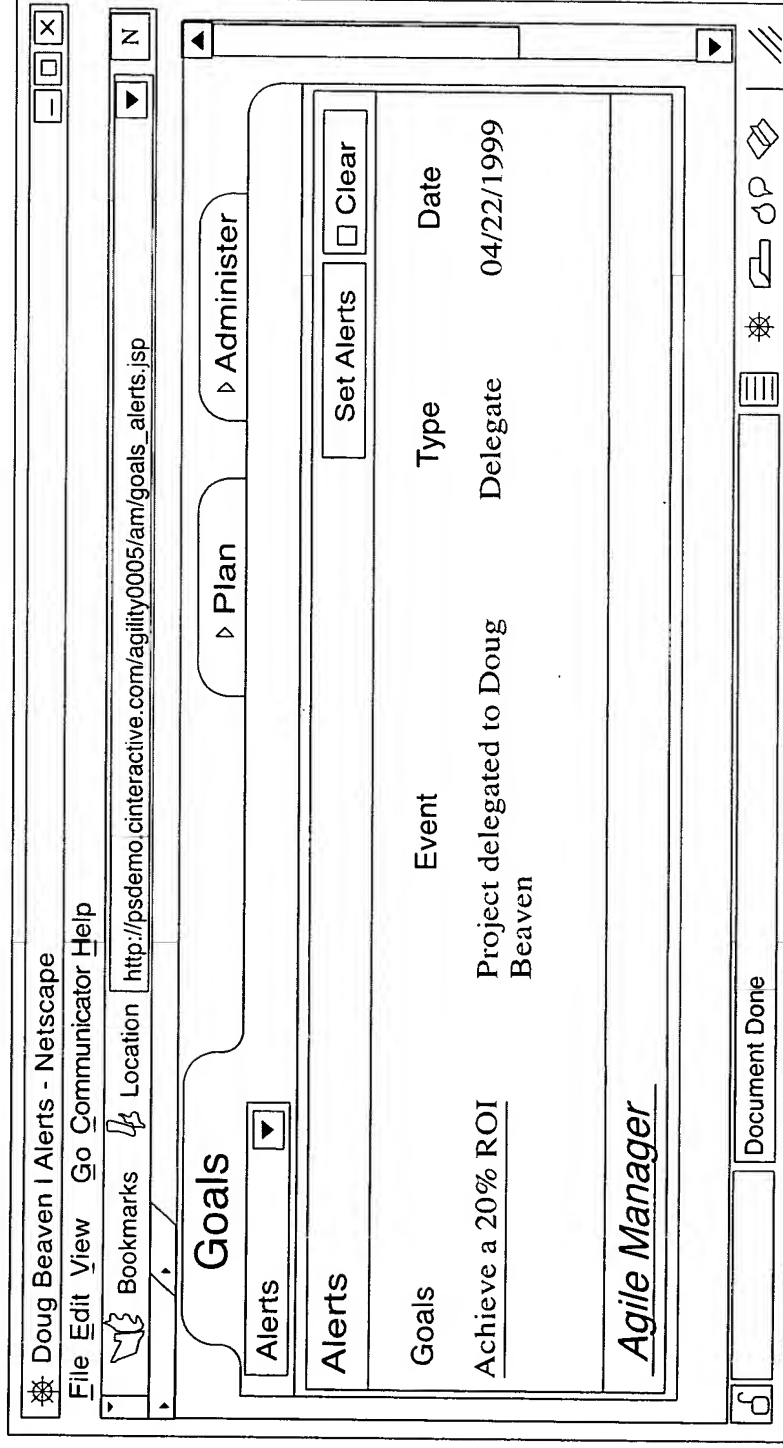


Fig. 26

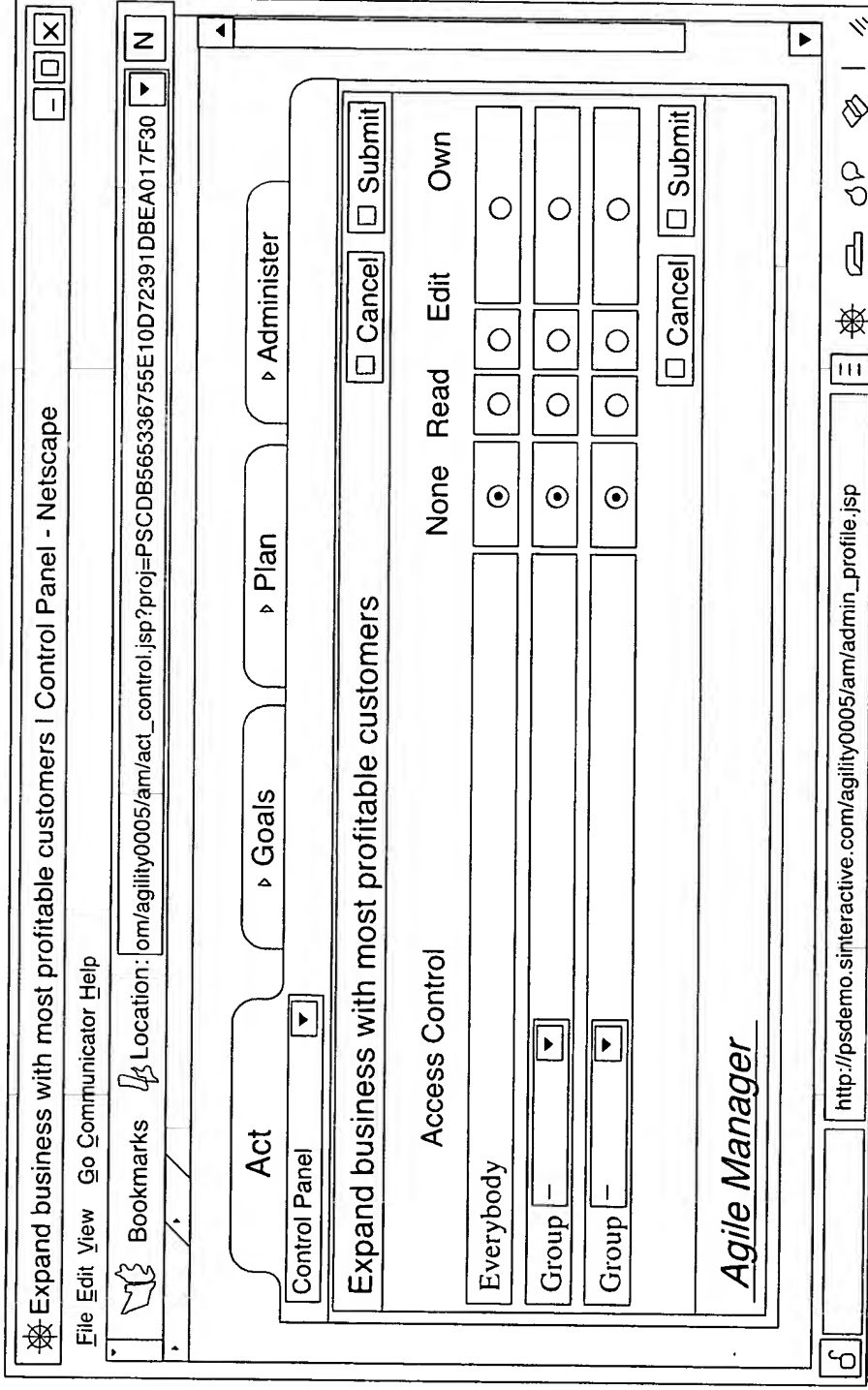


Fig. 27

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✱ Edit Achieve a 20% ROI - Netscape

File Edit View Go Communicator Help

Bookmarks Location http://psdemo.cinteractive.com/agility0005/am/goals_sorted.jsp N

Edit Summary

Achieve a 20% ROI

Goal name

Goal Objective

Ensure that the revenue and profit contribution is significant enough to return to the Company and investors an ROI of 20% or greater.

Domain:

Status:

Due Date:

Actual Goal:

Desired goal:

Priority:

Risk:

Stage:

Investment:

Return:

Agile Manager

Document Done

Fig. 28

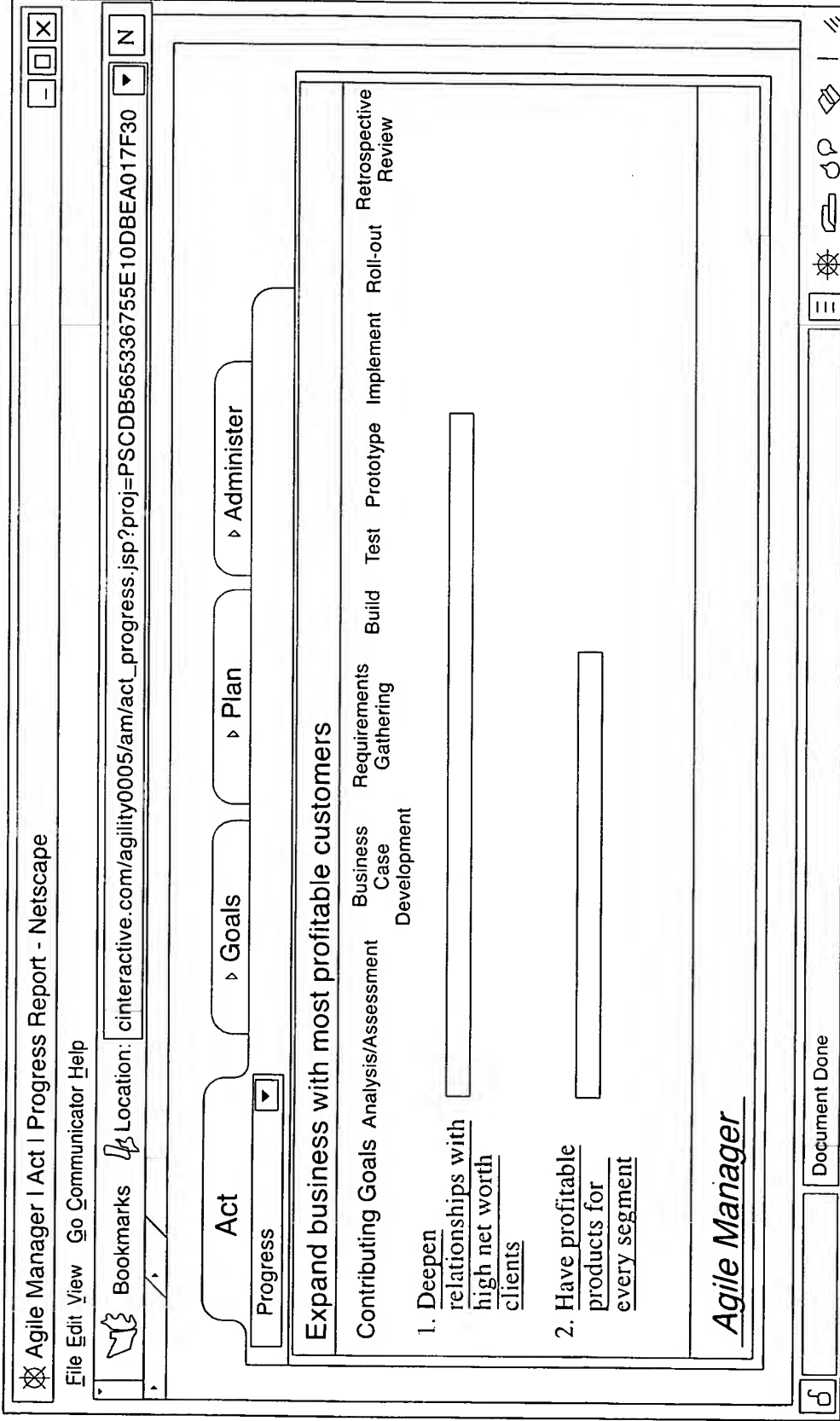


Fig. 29

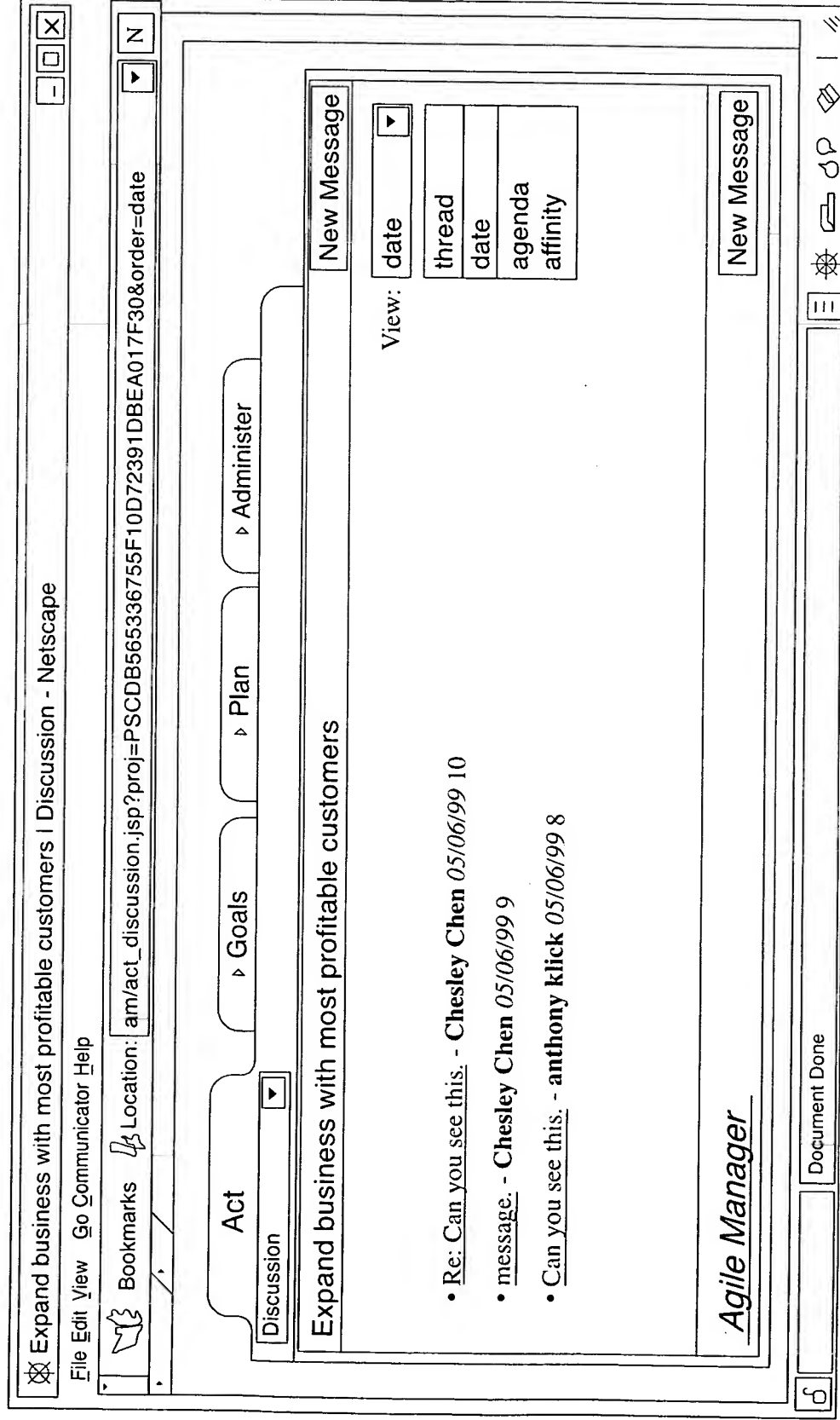


Fig. 30

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Achieve a 20% ROI - Discussion - Netscape

File Edit View Go Communicator Help

Bookmarks Location 5/am/act_discussion_create?.jspproj+PSCDB565336755E10D72391DBEAD017F50 N

Post a New Discussion Message

Achieve a 20% ROI

Subject

Message

On the Agenda? ☒ Affinity Group: -Selected Group-

Priority: 3 or, New Group:

Agile Manager

Document Done

Fig. 31

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The screenshot shows a Netscape browser window with the title "Achieve a 20% HDI | Links | Edit - Netscape". The address bar contains a long alphanumeric string. The main content area displays a form titled "Edit your link" with a "Cancel" button. The form has a header section with the text "Achieve a 20% ROI" and "Edit your link information", followed by "Delete" and "Submit" buttons. Below this, there are input fields for "Edit Link Name" (containing "CFO Magazine - Financial Conferences") and "Edit Link URL" (containing "http://www.cfonet.com/conferen.html"). An option "Or, upload a File:" is followed by a file input field and a "Browse..." button. A large text area for "Edit Link Description" contains the text "Financial oriented conferences on topical issues facing many". At the bottom of the form is a "Submit" button. Below the form is a section titled "Agile Manager" with a "Cancel" button. The browser's status bar at the bottom shows "Document Done" and various navigation icons.

Achieve a 20% HDI | Links | Edit - Netscape

File Edit View Go Communicator Help

Bookmarks Location 36755e10d72391BECDD17F50&link-PSCDB556533674EB80D728ODOC9017E8G N

Edit your link [Cancel]

Achieve a 20% ROI

Edit your link information [Delete] [Submit]

Edit Link Name
CFO Magazine - Financial Conferences

Edit Link URL
http://www.cfonet.com/conferen.html

Or, upload a File:
[] [Browse...]

Edit Link Description
Financial oriented conferences on topical issues facing many

[Submit]

Agile Manager [Cancel]

Document Done

Fig. 32

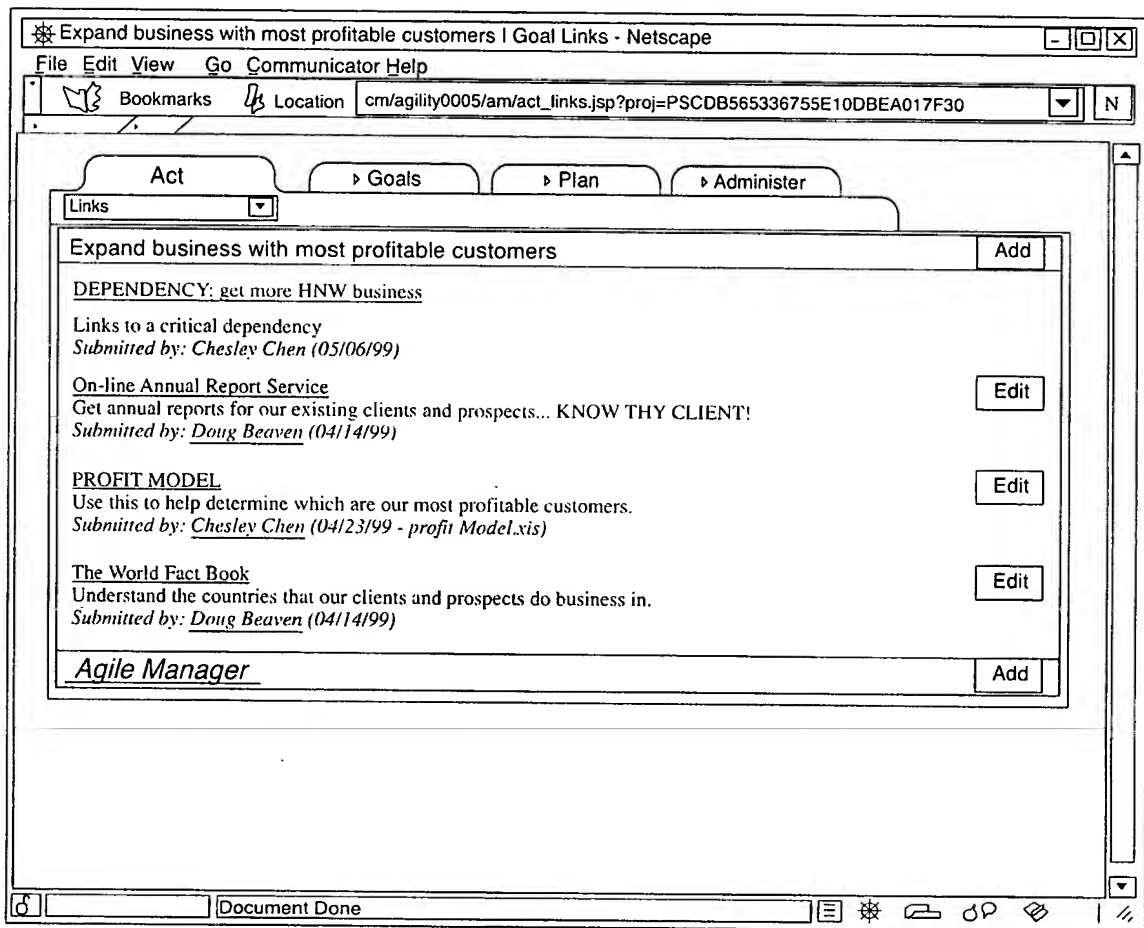


Fig. 33

EMPLOYEES ARE TREATED LIKE OWNERS
EMPLOYEES ARE TREATED LIKE AND COMPENSATED IN A MANNER REFLECTIVE OF OWNERSHIP RATHER THAN SERVITUDE.

"Employees [must] trust the company and believe changes are in their best interests." - Donald K. Clifford and Richard E. Cavanagh, *The Winning Performance*

High Performance Traits

Relish change
 Fight inertia
 Clear strategy
 Customer driven
 Act like owners
 Treated like owners
 Reward risk taking
 Fact based decisions
 Value based decisions
 Effective systems
 Open to new ideas
 Adapt
 Process changes
 Constant improvement
 Fluid boundaries
 Teamwork
 Anti-bureaucracy
 Know business drivers
 Make alliances
 Focused clearly
Industry trends & challenges
Basic Information
Feedback

| | Strongly Disagree | Disagree | Slightly Disagree | Neutral | Slightly Agree | Agree | Strongly Agree | No Response |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Managers in this company respect the rights of employees and treat them with dignity and respect. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Job objectives are aligned with the overall corporate vision. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Performance information is shared with employees so they stay focused on results. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Compensation and reward structures are aligned with company and/or unit performance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Fig. 34

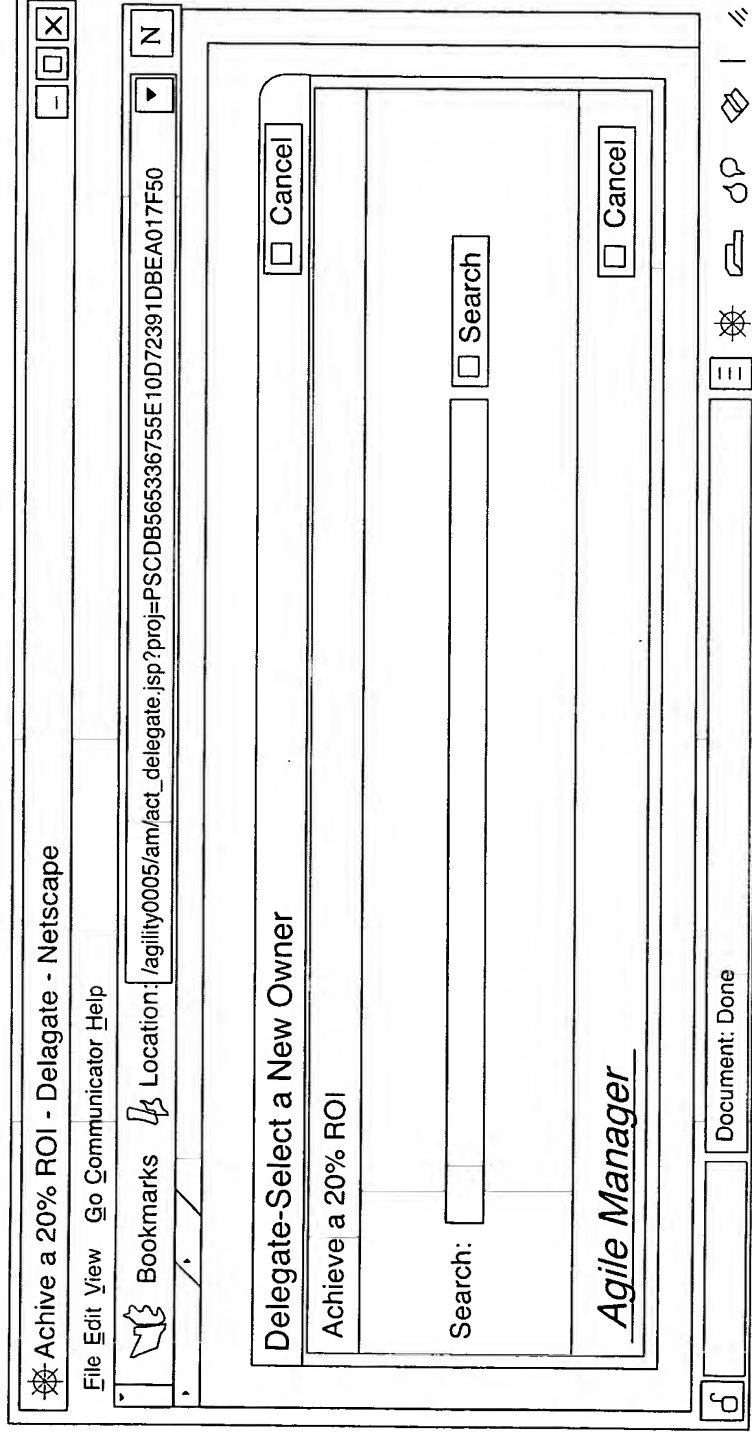


Fig. 34A

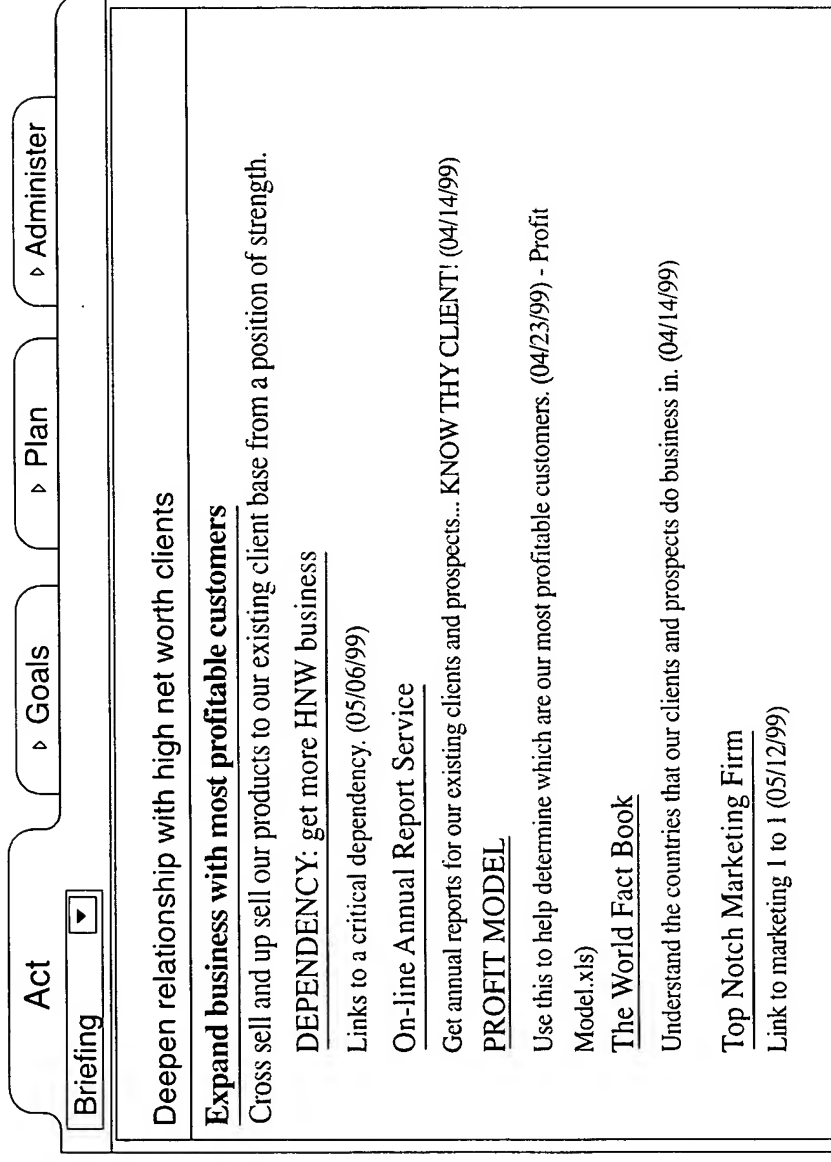


Fig. 35

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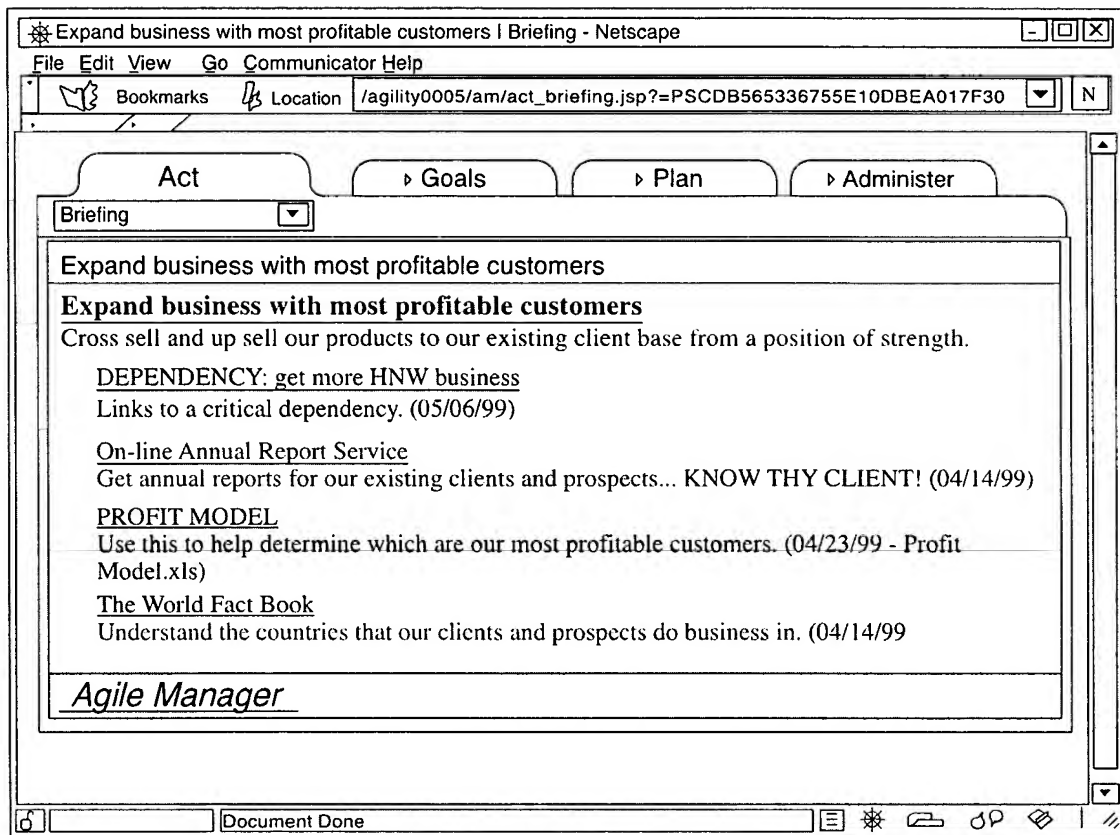


Fig. 36

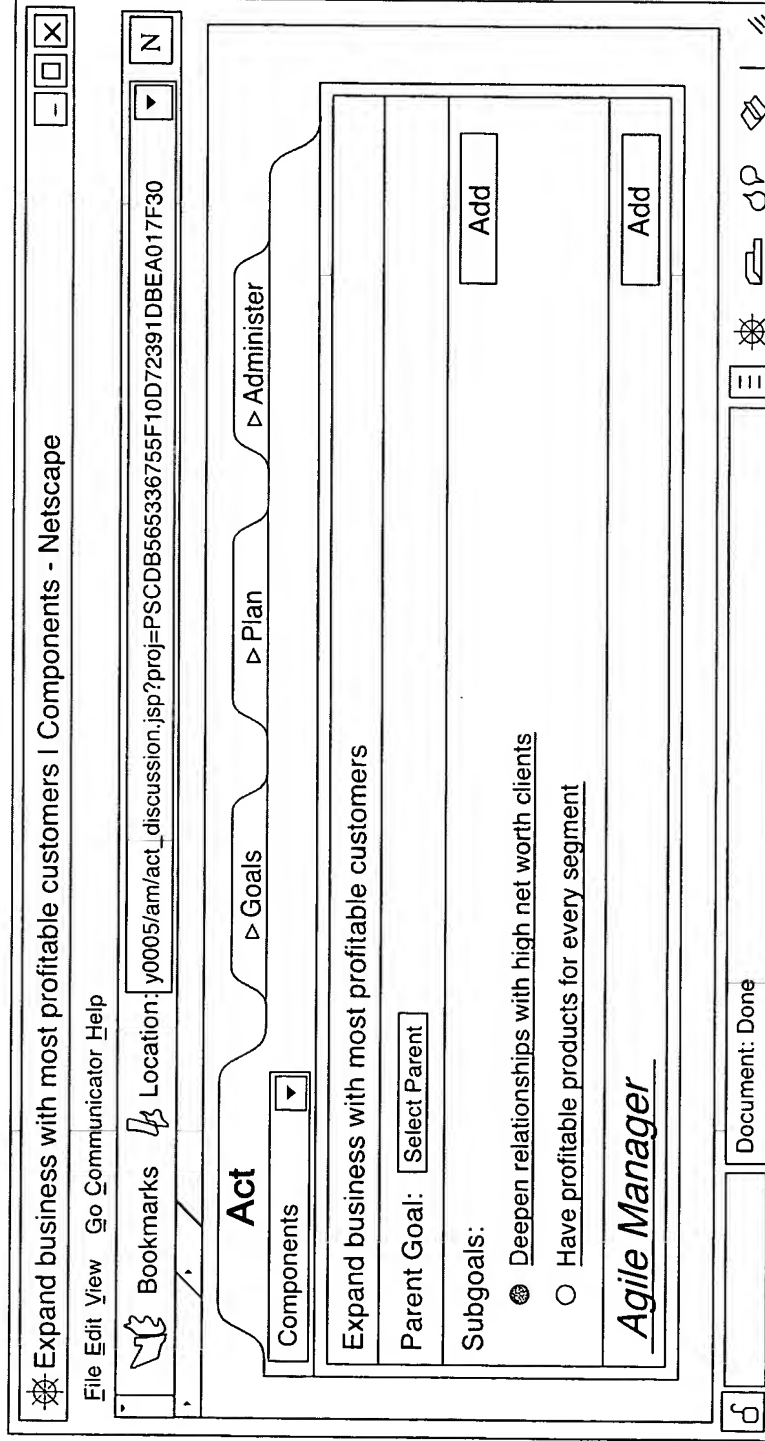


Fig. 37

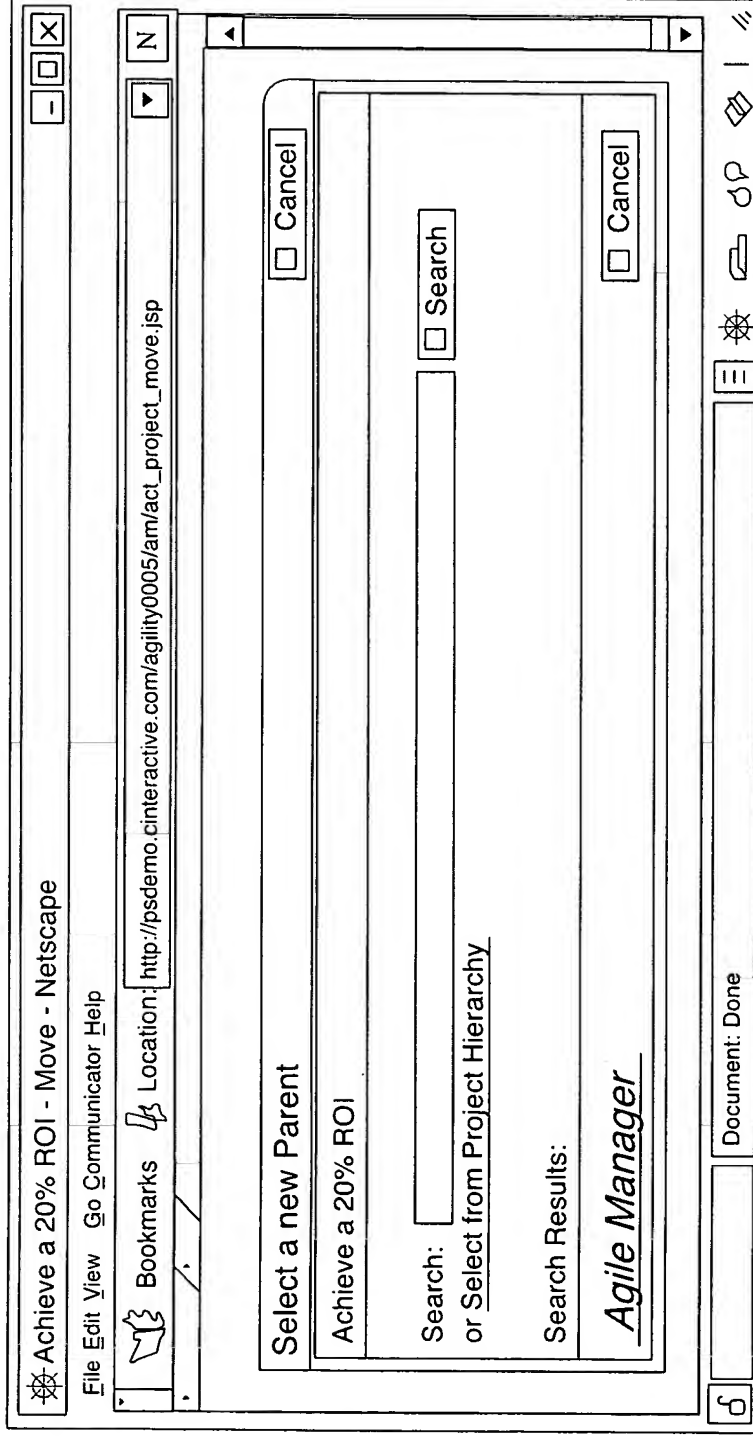


Fig. 38

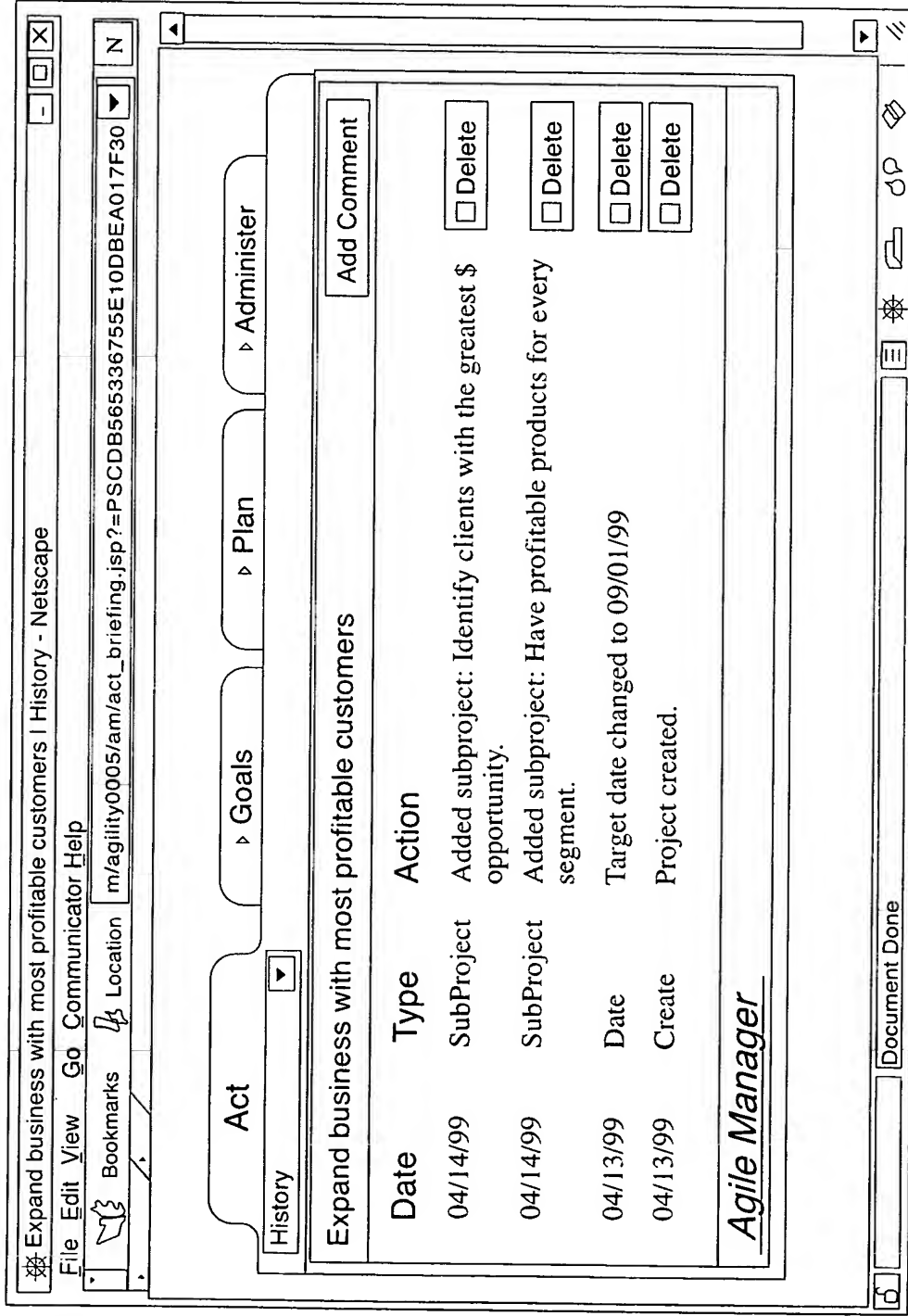
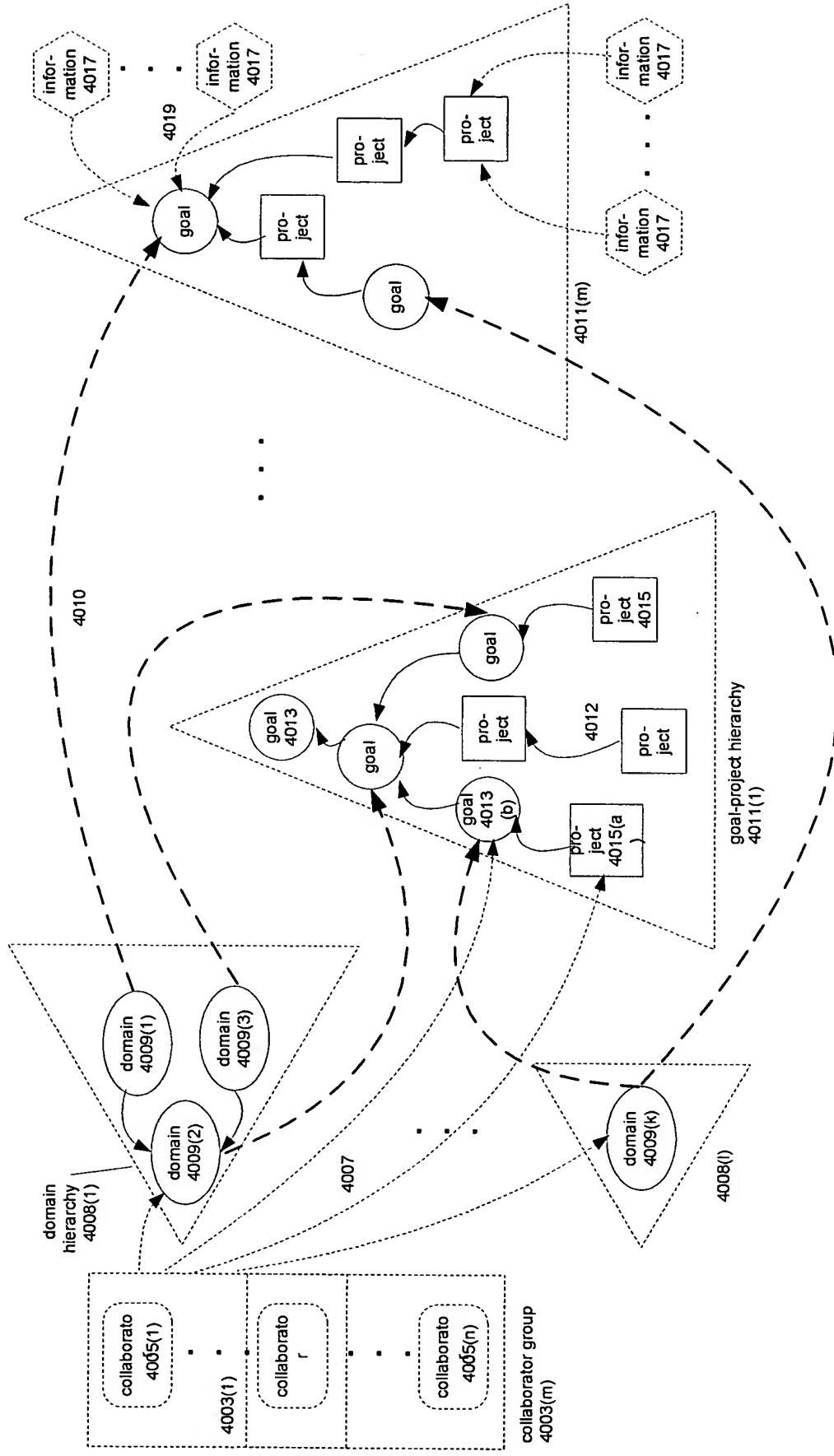
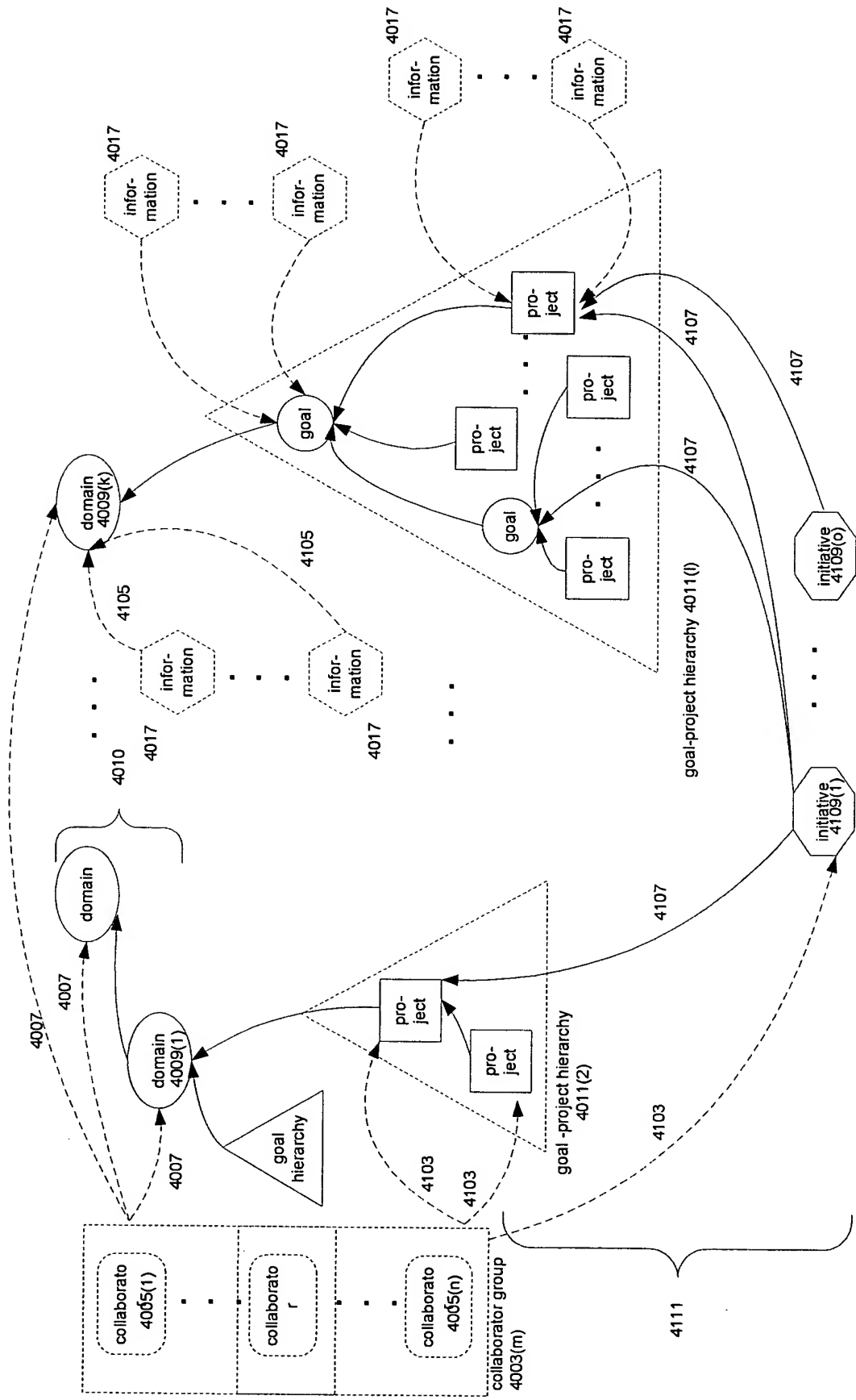


Fig. 39



a model in parent 4001

Fig. 40



improved model 4101

Fig. 41

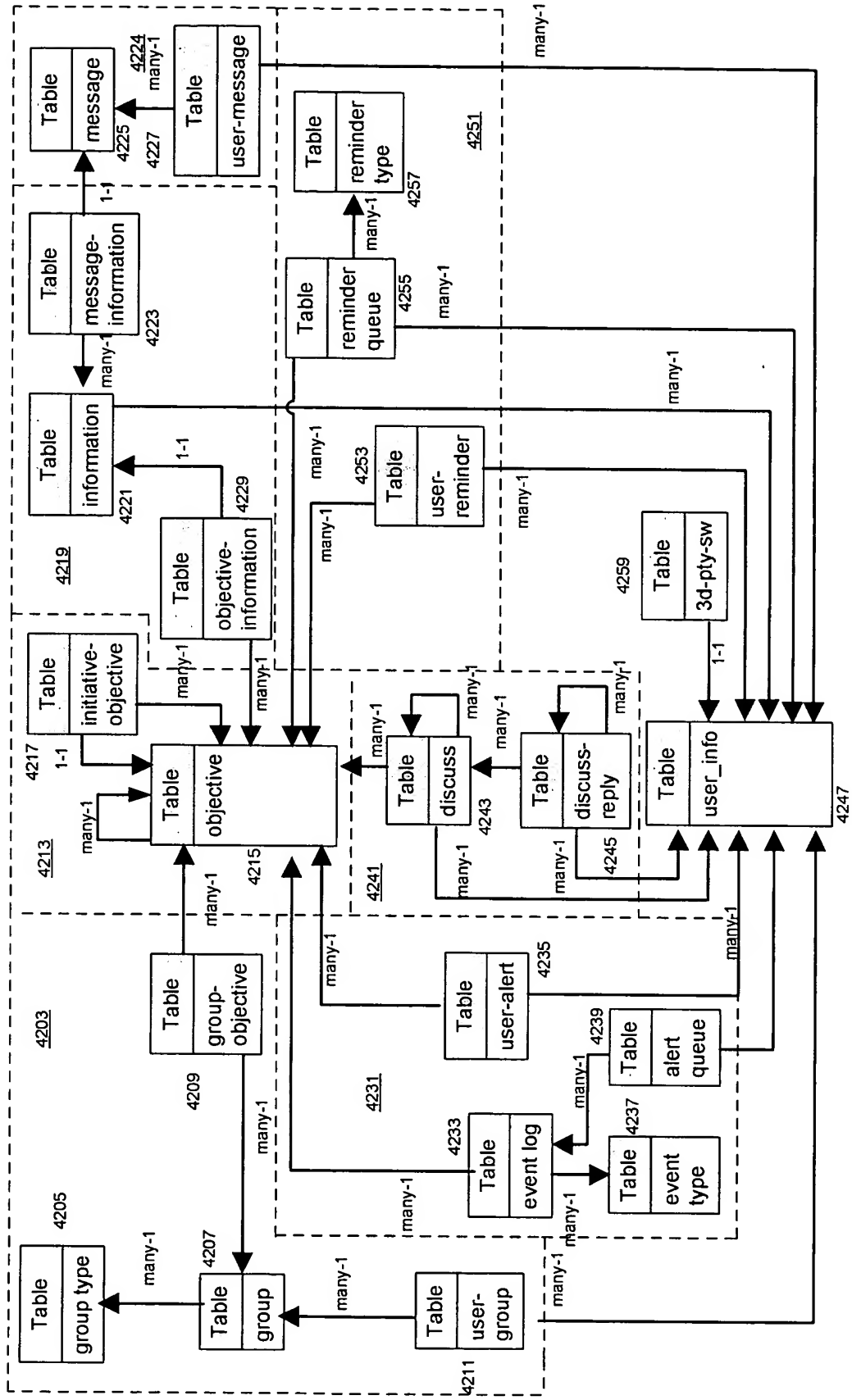


Fig. 42



```

CREATE TABLE T_GROUP (
4303  GROUP_ID          NUMBER (8)
      DEFAULT 0 NOT NULL,
4305  GROUP_NAME       VARCHAR2 (30),
4307  GROUP_TYPE_KEY   NUMBER (8),
      CREATED_DATE     DATE
      DEFAULT SYSDATE,
      UPDATED_DATE     DATE,
      DESCRIPTION      VARCHAR2 (255),
      GROUP_CATEGORY   VARCHAR2 (10),
      FILTER_USER      VARCHAR2 (20)
      DEFAULT USER NOT NULL,
      CONSTRAINT GROUP_UK1
        UNIQUE (GROUP_NAME),
      CONSTRAINT GROUP_PK
        PRIMARY KEY (GROUP_ID));

```

4207

```

CREATE TABLE T_GROUP_TYPE (
4311  GROUP_TYPE_KEY   NUMBER (8)    NOT NULL,
4313  GROUP_TYPE       VARCHAR2 (32),
4315  SECURITY_LEVEL   NUMBER (2),
      CREATED_DATE     DATE          DEFAULT SYSDATE,
      UPDATED_DATE     DATE,
      CONSTRAINT GROUP_TYPE_PK
        PRIMARY KEY (GROUP_TYPE_KEY));

```

4205

```

CREATE TABLE T_GROUP_OBJECTIVE (
4317  GROUP_ID         NUMBER (8)    NOT NULL,
4319  OBJECTIVE_ID     NUMBER (8)    NOT NULL,
      CREATED_DATE     DATE          DEFAULT SYSDATE,
      UPDATED_DATE     DATE,
4321  PERMISSION      NUMBER (2)    DEFAULT 0,
      FILTER_USER      VARCHAR2 (20) DEFAULT USER NOT NULL,
      CONSTRAINT GROUP_OBJECTIVE_PK
        PRIMARY KEY (GROUP_ID, OBJECTIVE_ID));

```

4209

Fig. 43



```

CREATE TABLE T_OBJECTIVE (
4401 OBJECTIVE_ID          NUMBER (8)      DEFAULT 0 NOT NULL,
4403 OBJECTIVE_NAME        VARCHAR2 (50)   NOT NULL,
4405 OBJECTIVE_TYPE_CODE   CHAR (1)       NOT NULL,
4407 OBJECTIVE_DESC        VARCHAR2 (1000),
4409 { OWNER_USER_ID       NUMBER (8)      NOT NULL,
      DELEGATEE_USER_ID    NUMBER (8),
4411 PARENT_ID             NUMBER (8),
      KEY_BENEFIT           VARCHAR2 (1000),
      RISK_CODE             VARCHAR2 (3),
      PRIORITY_CODE         VARCHAR2 (3),
      PERCENT_COMPLETE      NUMBER (3),
      MAX_DURATION_DAYS     NUMBER (6),
      EST_DURATION_DAYS     NUMBER (6),
      MIN_DURATION_DAYS     NUMBER (6),
      ACT_FINISH_DATE       DATE,
      EST_FINISH_DATE       DATE,
      START_DATE            DATE,
      DUE_DATE              DATE,
      STATUS_SCORE          NUMBER (6,2),
      STATUS_CODE           VARCHAR2 (3),
      LOCKER_USER_ID        NUMBER (8),
4413 { LOCK_FLAG           NUMBER (1),
      DISPLAY_SEQUENCE      NUMBER (4),
      MEASUREMENT           VARCHAR2 (255),
      LEADER_USER_ID        NUMBER (8),
      CHAMPION_USER_ID      NUMBER (8),
      ACT_PAYBACK           NUMBER (12,2),
      EST_PAYBACK           NUMBER (12,2),
      ACT_COST              NUMBER (12,2),
      EST_COST              NUMBER (12,2),
      ARCHIVED_FLAG         NUMBER (1)     DEFAULT 0,
      DESIRED_OBJ_ACHIEVE   NUMBER (3),
      EST_OBJ_ACHIEVE       NUMBER (3),
      CREATED_DATE          DATE           DEFAULT SYSDATE,
      UPDATED_DATE          DATE,
      STAGE_CODE            CHAR (3),
      FILTER_USER           VARCHAR2 (20)  DEFAULT USER NOT NULL,
      DELETED_FLAG         NUMBER (1)     DEFAULT 0,
      CONSTRAINT OBJECTIVE_CK1
        CHECK (OBJECTIVE_TYPE_CODE IN ('D','I','A','R')) ,
      CONSTRAINT OBJECTIVE_UK1
        UNIQUE (OBJECTIVE_NAME, OBJECTIVE_TYPE_CODE),
      CONSTRAINT OBJECTIVE_PK
        PRIMARY KEY ( OBJECTIVE_ID ) ) ;

4415 { CREATE UNIQUE INDEX OBJECTIVE IDX1 ON
      T_OBJECTIVE(OBJECTIVE_ID, PARENT_ID)
      ;

```

Fig. 44

```

CREATE TABLE T_INFORMATION (
4501 ID          NUMBER (12) NOT NULL,
4503 NAME        VARCHAR2 (255) NOT NULL,
4505 DESCRIPTION VARCHAR2 (4000),
4507 OWNER_ID    NUMBER (8) NOT NULL,
4509 TYPE        VARCHAR2 (12) NOT NULL,
      { MIMETYPE    VARCHAR2 (32) NOT NULL,
      { FILESIZE    NUMBER (12) DEFAULT 0,
4511 { VERSION      NUMBER (3,1) DEFAULT 1 NOT NULL,
      { URL         VARCHAR2 (4000) NOT NULL,
      { CREATED_DATE DATE          DEFAULT SYSDATE,
      { UPDATED_DATE DATE          DEFAULT NULL,
      { DELETED      NUMBER (1)     DEFAULT 0 NOT NULL,
4513 OBJECTIVE_ID NUMBER (12),
      { FILTER_USER  VARCHAR2 (20)  DEFAULT USER NOT NULL,
      { UNIQUE (ID) ) ;

```

4221

```

CREATE TABLE T_MESSAGE (
4515 MESSAGE_ID   NUMBER (8) NOT NULL,
      { MESSAGE_SUBJECT VARCHAR2 (255),
      { MESSAGE_BODY     VARCHAR2 (1000),
4517 { MESSAGE_SIZE      NUMBER (12),
      { OWNER_USER_ID    NUMBER (8),
      { CREATED_DATE     DATE          DEFAULT SYSDATE,
      { UPDATED_DATE     DATE,
      { FILTER_USER      VARCHAR2 (20)  DEFAULT USER NOT NULL,
      { CONSTRAINT MESSAGE PK
      { PRIMARY KEY ( MESSAGE_ID ) ) ;

```

4225

Fig. 45

47/57

4609 new window display state

4605 drop-down menus

4604 Virtualglity - Demostration, cgl@demotestlike.com

4606

4607 navigator menu

4613 domain explorer

4615 add domain/initiative

4617 object key

4619 work area

4633 message center

4631 details

4629 discussions

4635 contacts

4603 universal menu

4621 information display name and type

4625 documents & links access

4637 contact link

4639 login to CRM

4641 logout control

4600 Application: Microsoft Internet Explorer customized for Verizon Online

4601 Welcome Gilson Moran (If you're not Gilson Moran, click here)

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5933

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5940

48/57

4705

4707

File Edit View Favorites Tools Help

virtualagility < virtualagility Demo, egileworkshop.com >

Welcome Jane Doe (if you're not Jane Doe, click here)

Administration ▼

Applications ▼

Tools ▼

Logout

December 1, 2003

Domains

☐ Display in a new window

All Initiatives

GenAM

Term - Marketing Material - general

Term - Rates, Approved States

Term (GenAM) Marketing Material

Term Proposals, GenAM in Progress

Whole Proposals, GenAM Approved

MLI Products

MLI Term Life Products

MLI Whole Life

NEF Products

NEF Term Life Products

NEF Whole Life

Initiatives

Add new Domain/Initiative

Object Key

Activity

Resource

Information

GenAM - Initiative

Add

View

Help

Action

Objective

Idgd f g

Key Benefit

dfig dfig

Sub Initiative

Sub Activity

Sub Resource

Information

Discussion Topic

Information (1)

| Title | Type | Size | Updated |
|-------|------|------|------------------|
| NEF | Link | -- | 12/1/03 10:27 AM |

Discussions (0)

There are no open discussions

Details

Owner: Jane Doe

Status: n/a

Stage: n/a

Risk: n/a

Created: Dec 1, 2003 10:10 AM

Updated: --

Due: --

Resources:

Term - Marketing Material - general

Term - Rates, Approved States

Term (GenAM) Marketing Material

Activities:

Term Proposals, GenAM in Progress

Whole Proposals, GenAM Approved

Contacts

Clients

Logout

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Internet

4703

4701

Fig. 47

49/57

4803
4627

Information
Project Office* - domain

Action

Objective

Oversed

Key Bene

Focus

Add View Help

Sub Domain

Sub Goal

Sub Project

Information 4805

Discussion Topic

4802

ership to all involved.

A efforts

Information (6)

| Title | Type | Size | Updated |
|---------------------------------|------|---------|----------------|
| Comparative merger information | link | -- | 8/9/03 1:14 PM |
| Correspondence file for Offices | .doc | 92.5 Kb | 8/9/03 1:20 PM |
| Discussions with other mergers | link | -- | 8/9/03 1:22 PM |
| Post Merger Plans | .ppt | 85.0 Kb | 8/9/03 1:23 PM |
| Statistics on Mergers | link | -- | 8/9/03 1:15 PM |
| Status of Merger | .doc | 92.5 Kb | 8/9/03 1:18 PM |

Discussions (1)

| Topic | Owner | # | Updated |
|----------------------------------|--------------|---|-----------------|
| Agreement on Merger Commencement | Robert Gould | ? | 8/10/03 2:44 PM |

Details

Owner: Robert Gould

Status: n/a

Stage: n/a

Risk: n/a

Created: Jul 31, 2003 8:33 AM

Updated: Aug 9, 2003 1:26 PM

Sub Domains:

- ☒ Budget
- ☒ Project Office Data Files
- ☒ Project Plan
- ☒ Team* Contact List

Message Center ↑

NEW! Merge Log 7/6/03 1:51

4801

Fig. 48

4913

VT0.v3.0 | Information | Add - Microsoft Inter... [Min] [Max] [Close]

Adding Information Save Reset Cancel

Title 4903

Type ☒ Document ☐ URL 4905

Description: 4907

File: 4909 4911

Done

4901

Fig. 49

Information

New Initiative

Save

Reset

Cancel

5002

Name

5003

Parent

. genam

Select Parent Object

No Parent

. genam

. mli products

. . mli term life products

. . mli whole life

. . nef products

. . nef term life products

. . nef whole life

5005

Objective

Key Benefit

5004

Activity

select stage

select status

select risk

5006

Due Date

Month

Day

Year

5007

Permissions

Group

Read

Write

Delete

MLI

NEF

Activities

Available Activities

Term Proposals, [MLI] Approv

Term Proposals, GenAM - Api

Term Proposals- NEF, Approv

Term Proposals, GenAM in Pri

Term Proposals, MLI in Progre

Term Proposals, NEF in Progre

Whole Proposals, GenAM Api

Whole Proposals, MLI, Approv

Current Activities

Message Center

New Messages: 2

refresh list

Fig. 50

Information

New Initiative

Save Reset Cancel

Name

Parent

genam 5103

Objective

5107

Key Benefit

5109

Activity

select stage

select status

select risk

5004

Due Date

Month

Day

Year

5006

Permissions

Group

Read

Write

Delete

MLI

NEF

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☒

☒

☐

5105

Available Activities

Term Proposals, [MLI] Approv

Term Proposals, GenAM - Api

Term Proposals- NEF, Approv

Term Proposals, GenAM in Pri

Term Proposals, MLI in Progre

Term Proposals, NEF in Progre

Whole Proposals, GenAM Api

Whole Proposals, MLI, Approv

Current Activities

Activities

Message Center

New Messages 2

new message refresh list

Fig. 51

Information

Activity

select stage

select status

select risk

Due Date

Month

Day

Year

Permissions

Group

Read

Write

Delete

MLI

NEF

Available Activities

Term Proposals, [MLI] Approv
Term Proposals- NEF, Approv
Term Proposals, GenAM in Pro
Term Proposals, NEF in Progr
Whole Proposals, GenAM in Pro
Whole Proposals, MLI, Approv
Whole Proposals-NEF, Approv

5205

Current Activities

Term Proposals, GenAM - Api
Term Proposals, MLI in Progre

5207

Available Resources

Life - Case Design
Term - Marketing Material
Term - Rates, Approved S
Term [MLI] Marketing Mate
Term Seminars, Presenta
Term - Case Design, Illustr
Term - Competition
Term [GenAM] Marketing A
Term [NEF] Marketing Mate
Universal - marketing mate

5209

Current Resources

5213

Message Center

new messages

refresh list

Save

Reset

Cancel

Fig. 52

File

Edit

View

Favorites

Tools

Help

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Welcome Jane Doe (if you're not Jane Doe, click here)

December 1, 2003

Logout

Administration

Applications

Tools

Domains

Initiatives

Display in a new window

All Initiatives

5302

GenAm

Term - Marketing Material - general

Term - Rates, Approved States

Term (GenAm) Marketing Material

Term Proposals, GenAm in Progress

Whole Proposals, GenAm Approved

MLI Products

MLI Term Life Products

MLI Whole Life

NEF Products

NEF Term Life Products

NEF Whole Life

Add new Domain/Initiative

Object Key

Activity

Resource

Information

GenAm - Initiative

Action

View

Help

Sub Initiative

Sub Activity

Sub Resource

Information

Discussion Topic

5303

Information (1)

Title /

NEE

Type

link

Size

Updated

12/1/03 10:27 AM

Discussions (0)

There are no open discussions

Details

Owner:

Jane Doe

Status:

n/a

Stage:

n/a

Risk:

n/a

Created:

Dec 1, 2003 10:10 AM

Updated:

--

Due:

--

Resources:

Term - Marketing Material - general

Term - Rates, Approved States

Term (GenAm) Marketing Material

Activities:

Term Proposals, GenAm in Progress

Whole Proposals, GenAm Approved

5307

Contacts

Clients

Login

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Internet

Information

New activity

Name

5403

Parent

5405

Objective

Select Parent Object

No Parent

life insurance

*life - case design

*term life

*term - marketing material - general

*term - rates, approved states

*term [ml] marketing material

*term seminars, presentations

*term - case design, illustrations, b

*term - competition

*term [genam] marketing material

*term [nef] marketing material

*term approved proposals

*term proposals, [ml] approved

*term proposals, genam - approved

*term proposals- nef, approved

*term proposals- in progress

*term proposals, genam in progress

*term proposals, ml in progress

*term proposals, nef in progress

universal life

*universal - marketing materials

variable life

whole life

whole - competition

whole - marketing - general

whole - genam marketing material

whole - ml - marketing materials

whole - nef marketing materials

Key Benefit

select risk

Year

Write

Delete

Activity

5407

Due Date

Save

Reset

Cancel

Permissions

Save

Reset

Cancel

Message Center

New Messages: 2

Refresh List

Fig. 54

virtualagility < VirtualAgility Demo, va-dev1.virtualagility.com > Logout January 16, 2004

Welcome Gideon Moran (If you're not Gideon Moran, click here)

Administration ▼ Applications ▼ Tools ▼

Domains **Initiatives** **Information** **Contacts**

☒ Display in a new window

All Domains

- ☒ VTO while papers, summer 02003
- ☒ What is a Domain
- ☒ Advanced Markets Group- products
- ☒ Agility Team Office
- ☒ BIS- Bruce Strong
- ☒ BP Domain
- ☒ Business Partner
- ☒ Financial Services Operation
- ☒ Fourth Utility
- ☒ FS_Products and Services
- ☒ Input Products
- ☒ KE-Biography Projects
- ☒ Life Insurance
- ☒ NEF Site
- ☒ New Client Approval and Sign up
- ☒ Product Management
- ☒ Sales Process*
- ☒ SalesLogix
- ☒ Sales
- ☒ SLX Test

Add new Domain/Initiative

Object Key ☒ Activity ☒ Resource

All Domains - domain

Action Add Objective

User Guide - r

Action Add Objective

Consult this user

Key Benefit

Easy access to d

Information (1)

Title /

VTO 3.0 User Guide

Discussions (0)

Details

Owner: Janet A

Status: n/a

Stage: n/a

Risk: n/a

Created: Sep 26,

Updated: Nov 6, 2

Due:

Message Center

Information

ABCQ - domain

Action Add View Help

Objective

The mission of ABC Quits is three-fold:
To SEND Love and Comfort wrapped in a homemade quilt to babies and small children, who are HIV/AIDS infected, abandoned or drug damaged; and
To STOP the damage to babies from parental drug abuse and HIV/AIDS infection; and
To TEACH young people, while they make ABC Quits, ways to prevent these serious issues.

Key Benefit

To access all ABCQ info, click on the plus sign to the left of ABCQ under "All Domains" and then click to select your specific area of interest

Contact info:
569 First NH Turnpike #3
Northwood, NH 03261
info@abcquits.org
Phone: 603 942-9211
Toll free: 800-536-5694
Fax: 603 942 9210
URL for this VirtualAgility workshop site
https://va-dev1.virtualagility.com/demo/account/login.jsp

Information (4)

| Title / | Type | Size | Updated |
|------------------------|------|---------|-----------------|
| ABCQ Mission Statement | .03 | 19.0 Kb | 6/2/03 5:31 PM |
| ABCQ website link | link | .. | 1/29/03 2:40 PM |

5501

4601

5503

5505

Fig. 55

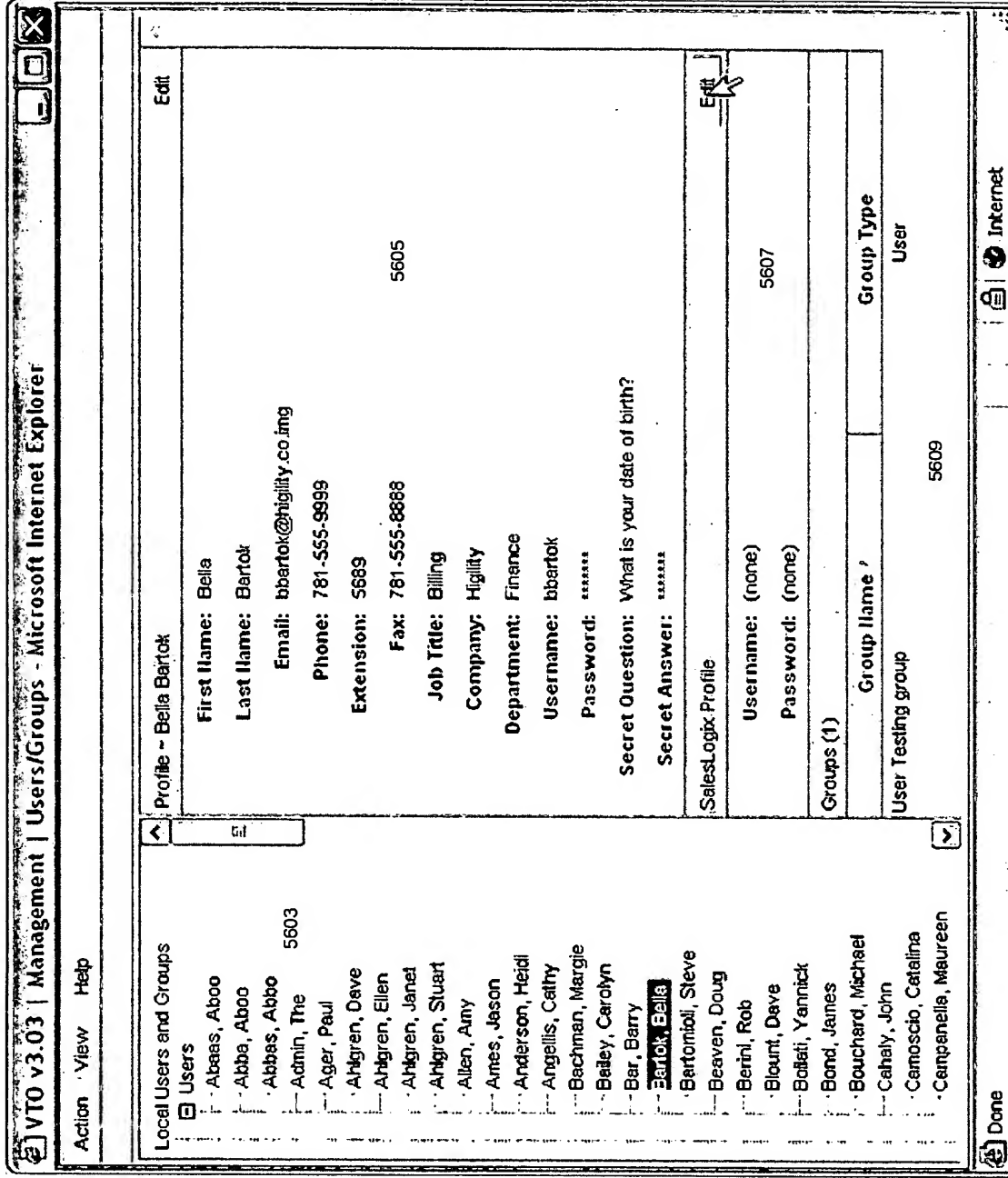


Fig. 56